



Hertfordshire Young People's Survey 2019/20

**Results and analysis
of the countywide survey conducted by
YC Hertfordshire
Services for Young People**



1. Introduction

The Young People's Survey 2019 was developed by YC Hertfordshire Services for Young People. It aimed to engage with and capture the voices of young people across Hertfordshire in order to identify and understand their needs and concerns, what they would like from out of school provision, and how we and partners can improve services and support for them.

The survey results will help to develop a district / borough response through the introduction of local action plans, written and implemented by the District / Borough Youth Strategy Groups. These will demonstrate a commitment to working with partners, to explore needs, develop provision and co-produce quality services for young people.

Youth Councils and Forums will work collaboratively with Youth Strategy Groups and involve young people in co-production and decision-making opportunities at a local level.

The results of the survey provide a useful starting point to ensure that services and support for young people across Hertfordshire are developed through needs based evidence, so that they are valuable, relevant and inclusive.

2. Overview

The survey was anonymous and included 14 questions, 13 of which were closed and one open. There were several free text fields allowing respondents to elaborate on their selected answers. It was reasoned that a larger number of closed questions would increase the number of completed surveys, as this allowed for less time to formulate a response. The survey took around 15 minutes to complete. Questions were primarily aimed at young people between the ages of 11-17 and designed to be clear and coherent so that respondents could easily complete in full, alone or with minimal support from a professional.

A separate survey was produced for young people with Special Educational Needs (SEN) (up to the age of 25) in an easy read format which included several photo symbols and simple text. Results of this survey can be found on page 21.

The survey was accessible online through a web link and was also available as a paper copy which could be completed digitally or printed. Schools and colleges were encouraged to use paper versions only where young people had no access to digital media or because of additional needs.

In the design and development of both surveys, a range of YC Hertfordshire Services for Young People colleagues were consulted for their expertise in engagement with young people. Hertfordshire Association of Secondary School Headteachers (HASSH) were also consulted and provided encouraging feedback and support.

The survey was open for two months, from 1 November 2019 until 31 December 2019.

A total of 9,859 responses were received, of which 231 were from the SEN survey. Just over 1,100 surveys were completed on paper.

3. Objectives

There were several objectives to the development of this survey:

- To identify the types of out of school provision accessed by young people.
- To identify the challenges and needs that young people experience.
- To identify whether young people know and understand how to access suitable and relevant support to help overcome challenges.
- To identify whether young people feel that there is enough support on offer across the county.
- To identify who young people go to for advice, support and guidance.
- To identify areas of improvement of youth work provision and overall support in Hertfordshire.

4. Marketing and communication

The survey was promoted to schools and colleges including middle and secondary, special schools, Education Support Centres (ESCs) and independent schools and colleges. It was also promoted in libraries, leisure centres and YC Hertfordshire Young People's Centres.

A communications plan was developed for all communications and marketing actions internally and externally, to promote the survey amongst young people, organisations and parents.

Two key strategies were identified for promotion:

- **Printed marketing material:** A3 and A4 posters and pocket-sized cards outlined how to access the survey. They were circulated to all middle and secondary schools and colleges, libraries and leisure centres, Young People's Centres and Youth Strategy Groups in Hertfordshire.
- **Social media campaign:** A social media campaign was set up on three different platforms - Twitter, Facebook and Instagram. This campaign included a mixture of posts from YC Hertfordshire Services for Young People teams and paid-for advertisements. The latter were targeted towards young people within Hertfordshire and promoted at peak times where young people would be most likely to use social media platforms.

In the 30-day period for which the advert was running Twitter received a total of:

- 27,881 impressions (the number of times an advert was shown)
- 407 engagements (the number of times users interacted with the advert)
- 152 link clicks (the number of times users clicked on the link to access the survey)

In the 40-day period for which the advert was running Facebook and Instagram received a total of:

- 450,583 impressions
- 59,605 engagements
- 2,002 link clicks

Other strategies were used to promote the survey to a range of stakeholders:

- YC Hertfordshire Services for Young People website promotion.
- Written updates and information on how to access the survey circulated to District / Borough Youth Strategy Groups, schools and partners.
- A news story about the survey which included a statement from the Hertfordshire County Council (HCC) Director of Children's Services to promote the survey across the press, YC Hertfordshire Services for Young People website, HCC website, Children's Services News, Families First newsletter and the HCC Intranet.
- HCC School Bulletin to inform schools about the survey and marketing materials.

5. Results by question

5.1 Factors for consideration

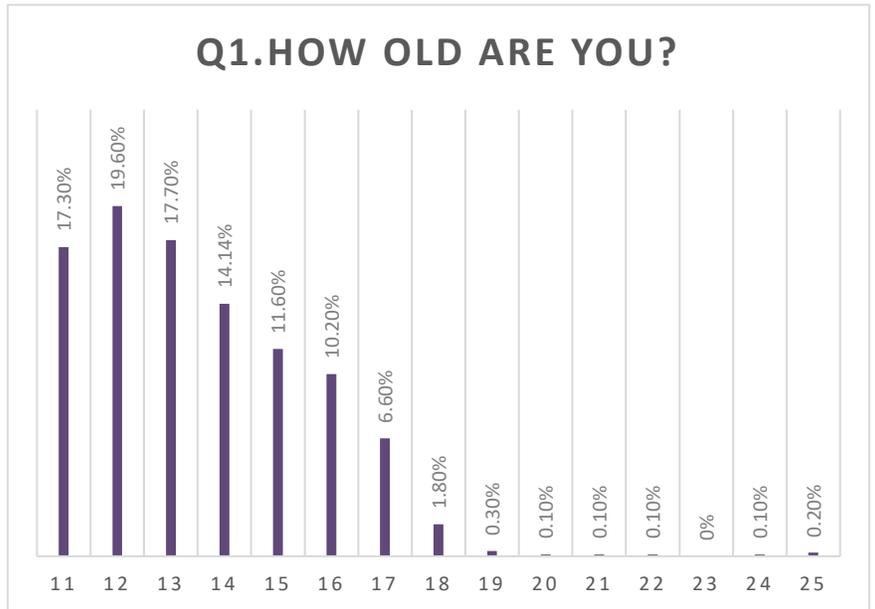
The following factors should be considered when reading the results and analysis for the Young People's Survey:

- The results outlined in this report relate to countywide data. Reports for each district / borough are also being produced and will show different results according to the local response.
- These results include information and statistics from the main Young People's Survey. The Special Educational Needs survey results have been produced separately and can be found on page 20.
- There were slightly more female respondents than male.
- Just over 68% of respondents were aged between 11-14.
- Most respondents attend mainstream middle and secondary schools.

5.2 Question one – how old are you?

- 9,305 respondents answered question one.
- Just over 68% of respondents were aged between 11-14 predominantly in year groups 7 to 9.
- The highest responding age group was 12 years old, with 1827 respondents.

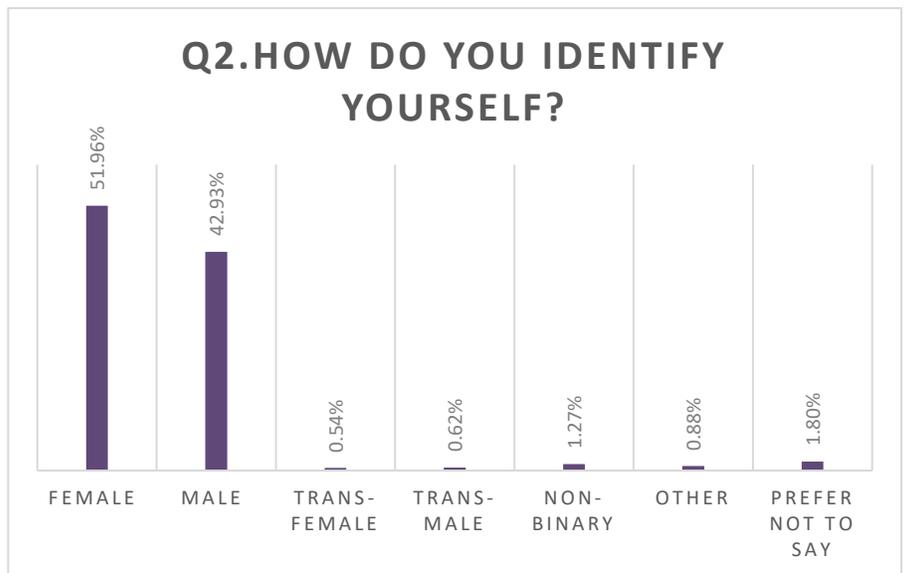
How old are you?	Percentage
11	17.30%
12	19.60%
13	17.70%
14	14.14%
15	11.60%
16	10.20%
17	6.60%
18	1.80%
19	0.30%
20	0.10%
21	0.10%
22	0.10%
23	0%
24	0.10%
25	0.20%



5.3 Question two – how do you identify yourself?

- 9,585 respondents answered this question.
- 51.96% respondents identified themselves as female.
- 42.93% of respondents identified themselves as male.
- 84 respondents identified themselves as non-binary, 52 respondents identified themselves as trans-female and 59 respondents identified as trans-male.

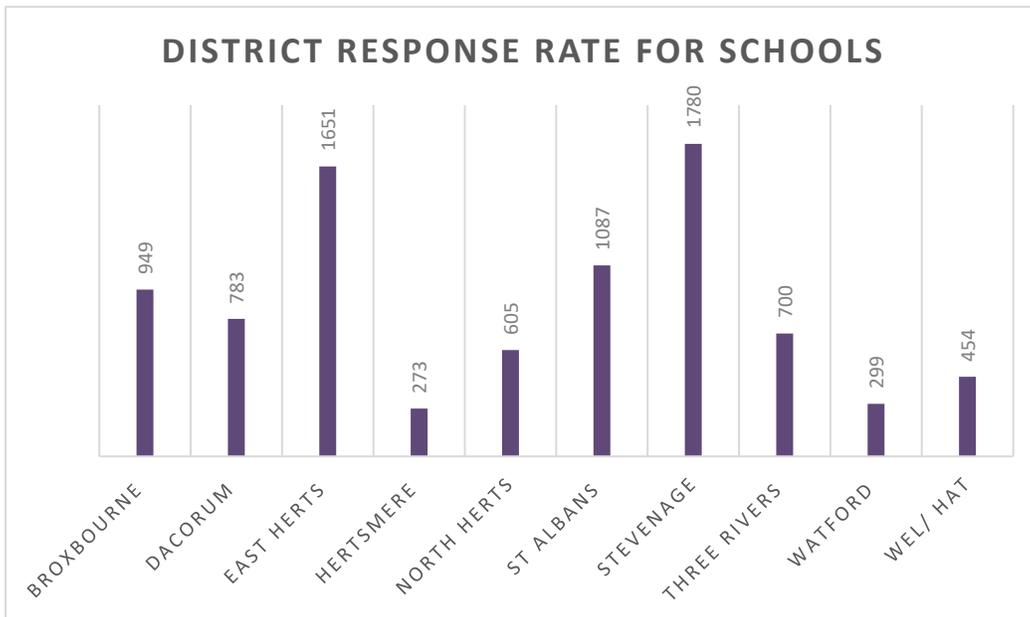
How do you identify yourself?	Percentage
Female	51.96%
Male	42.93%
Trans-Female	0.54%
Trans-Male	0.62%
Non-Binary	1.27%
Other	0.88%
Prefer not to say	1.80%



5.4 Question three – which school / college do you attend?

- 9,459 respondents answered question three.
- 19 respondents stated that they were home educated.
- 568 respondents selected ‘other’ as an option and therefore either went to a school out of county, the school / college was not listed as one of the options or the respondent did not see their school as an option choice.
- Students from 5 schools accounted for 34.2% of the overall results.
- Young people attending Stevenage schools provided the highest number of survey responses in the county.
- The lowest district for survey responses by school attended was Hertsmere with 273 responses.

District or Borough	Number
Stevenage	1780
East Herts	1651
St Albans	1087
Broxbourne	949
Dacorum	783
Three Rivers	700
North Herts	605
Welwyn & Hatfield	454
Watford	299
Hertsmere	273



Highest number of responses received where young people identified the school they attend

School	District	Number
The Nobel School	Stevenage	990
Presdales School	East Herts	771
St Albans School	St Albans	530
St Mary's Church of England School	Broxbourne	485
Marriots School	Stevenage	450
Goffs Academy	Broxbourne	414
The Bishop's Stortford High School	East Herts	401
John F Kennedy Catholic School	Dacorum	331
The Priory School	North Herts	269
The Reach Free School	Three Rivers	261

Response numbers where young people identified the school they attend

Secondary Schools	Number
Ashlyns School	58
Barnwell School	16
Beaumont School	60
Birchwood High School	17
Bishop's Hatfield Girls' School	84
Bushey Meads School	6
Bushey Academy	14
Chancellor's School	18
Chauncy School	14
Croxley Danes School	1
Dame Alice Owen's School	98
Fearnhill School Maths and Computer College	70
Francis Combe Academy	16
Freman College	19
Goffs Academy	414
Goffs-Churchgate Academy	7
Haileybury Turnford School	15
Hertswood Academy	64
Hitchin Boys' School	76
Hitchin Girls' School	32
Hockerill Anglo-European College	110
John F Kennedy Catholic School	331
John Henry Newman RC School	19
Katherine Warrington School	108
King James Academy	15
Kings Langley School	42

Laureate Academy	21
Leventhorpe School	9
Longdean School	84
Loreto College	8
Marriotts School	450
Monk's Walk School	35
Mount Grace School	36
Nicholas Breakspear Catholic School	7
Onslow St Audrey's School	9
Parmiter's School	20
Presdales School	771
Queens' School	14
Richard Hale School	11
Rickmansworth School	214
Ridgeway Academy	48
Robert Barclay Academy	14
Roundwood Park School	12
Samuel Ryder Academy	213
Sandringham School	11
Simon Balle All-through school	62
Sir John Lawes School	29
St Albans Girls' School	67
St Clement Danes School	15
St George's School	30
St Joan of Arc Catholic School	4
St Mary's Catholic School	16
St Mary's Church of England	485
St Michael's Catholic High School	179
Stanborough School (WGC)	117
The Adeyfield Academy	11
The Astley Cooper School	140
The Barclay Academy	258
The Bishop's Stortford High School	401
The Broxbourne School	14
The Bushey Academy	14
The Hemel Hempstead School	28
The Hertfordshire & Essex High School and Science College	20
The Highfield School	11
The John Warner School	20
The Knights Templar School	96
The Malborough Science Academy	11
The Nobel School	990
The Priory School	269

The Reach Free School	261
The Sele School	3
The Thomas Alleyne Academy	48
The Watford UTC	5
Townsend C of E (VA) Secondary School	13
Tring Park School for the Performing Arts	2
Tring School	22
Verulam School	10
Watford Grammar School for Boys	13
Watford Grammar School for Girls	190
Westfield Academy	11
Yavneh College	5

Independent Schools	Numbers
Abbots Hill School	8
Beechwood Park School	67
Berkhamsted Senior School	5
Bishop's Stortford College	6
Edge Grove School	1
Egerton Rothesay School (SEND)	1
The Haberdashers' Aske's Boys' School	1
The Haberdashers' Aske's Girls' School	1
Haileybury and Imperial Service College	3
Immanuel College	11
International Stanborough School	2
Kingshott School	1
Merchant Taylors' School	3
Princess Helena College	3
Queenswood School	3
Royal Masonic School for Girls	3
Sherradswood School	99
St Albans High School for Girls	9
St Albans School	530
St Christopher School	3
St Columba's College	6
St Edmund's College	6
St Francis College	4
St Margaret's School	1
Stanborough Secondary School (Watford)	163
The Aldenham Foundation	1
Tring Park School for the Performing Arts	22
York House School	2

Special Educational Needs Schools	Number
Batchwood School	6
Brandles School	2
Breakspeare School	2
Colnbrook School	1
Falconer School	2
Forest House Education Centre	2
Garston Manor School	3
Hailey Hall School	1
Heathlands School	12
Knightsfield School	3
Lakeside School	2
Lonsdale School	12
St Luke's School	2
The Collett School	15
The Valley School	1
Watling View School	2
Woodfield School	2

Colleges	Number
West Herts College	49
Hertford Regional College	15
Oaklands College	36
North Hertfordshire College	20

Education Support Centres	Number
Chessbrook Education Support Centre	6
Dacorum Education Support Centre	4
Links Academy	1
North Herts Education Support Centre	8
Rivers Education Support Centre	1
Stevenage Education Support Centre	1
The Park Education Support Centre	5

5.5 Question four – where do you live?

- 9,144 respondents answered question four.
- This question listed all villages and towns in Hertfordshire and asked respondents to select where they currently live.
- 1,010 respondents selected 'other', with a majority of these listing places out of county including London Boroughs and Bedfordshire.
- The highest responding district based on where people said they lived was Stevenage. This accounted for 18% of the overall results.

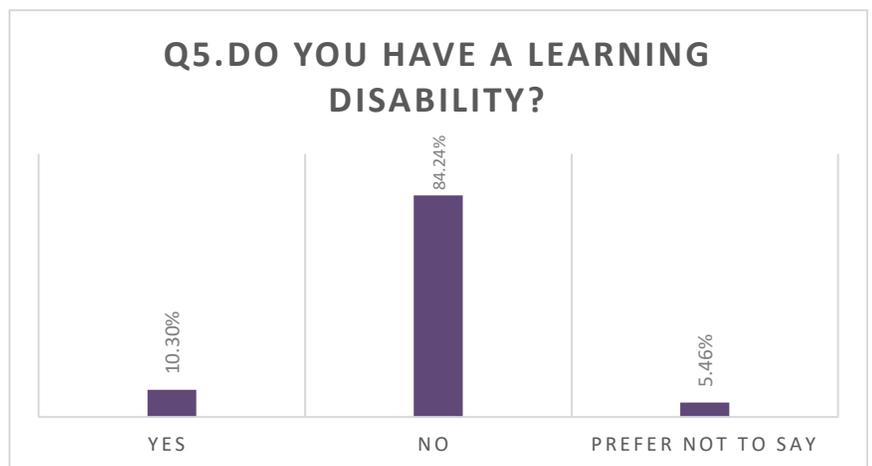
- The lowest responding district based on where people said they lived was Hertsmere.
- The responses in Stevenage and East Herts accounted for just over 34% of overall responses.

District or Borough	Number
Stevenage	1790
East Herts	1518
St Albans	838
Broxbourne	828
North Herts	816
Welwyn & Hatfield	658
Watford	530
Dacorum	387
Three Rivers	377
Hertsmere	368

5.6 Question five - do you have a learning disability?

- 9,519 respondents answered question five.
- 980 respondents considered themselves to have a learning disability. Even though the SEN survey was available to young people through schools, some young people still opted to complete the main survey.
- 520 respondents stated that they would prefer not to say.
- 8,019 respondents considered themselves not to have a learning disability.

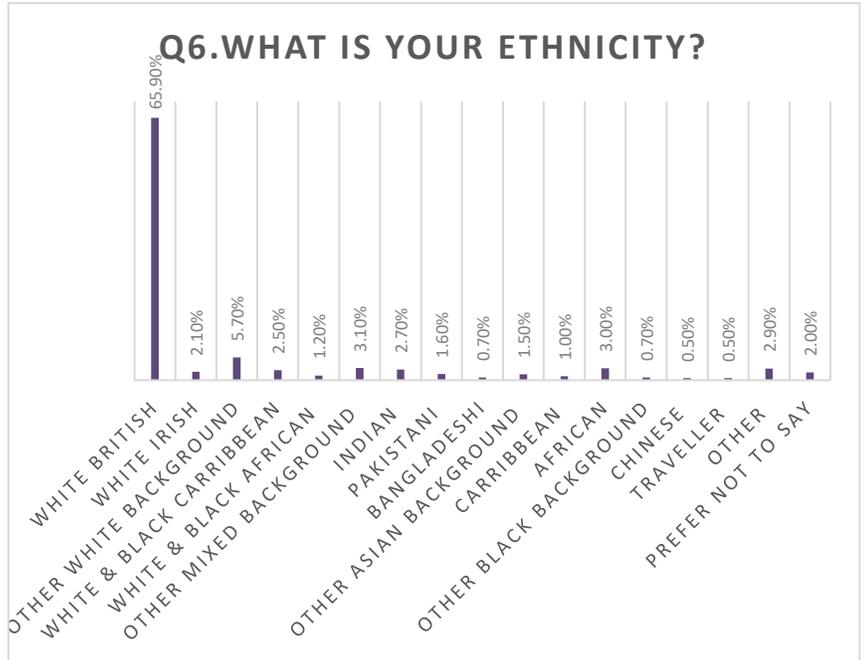
Do you consider yourself to have a learning disability?	Percentage
Yes	10.30%
No	84.24%
Prefer not to say	5.46%



5.7 Question six - what is your ethnicity?

- 9,494 respondents answered question six.
- 6,256 respondents identified themselves as White British, the second highest response was Other White Background. The lowest response option was Traveller with 49 respondents selecting this option.
- Most respondents who completed the survey (65.9%) were White British.

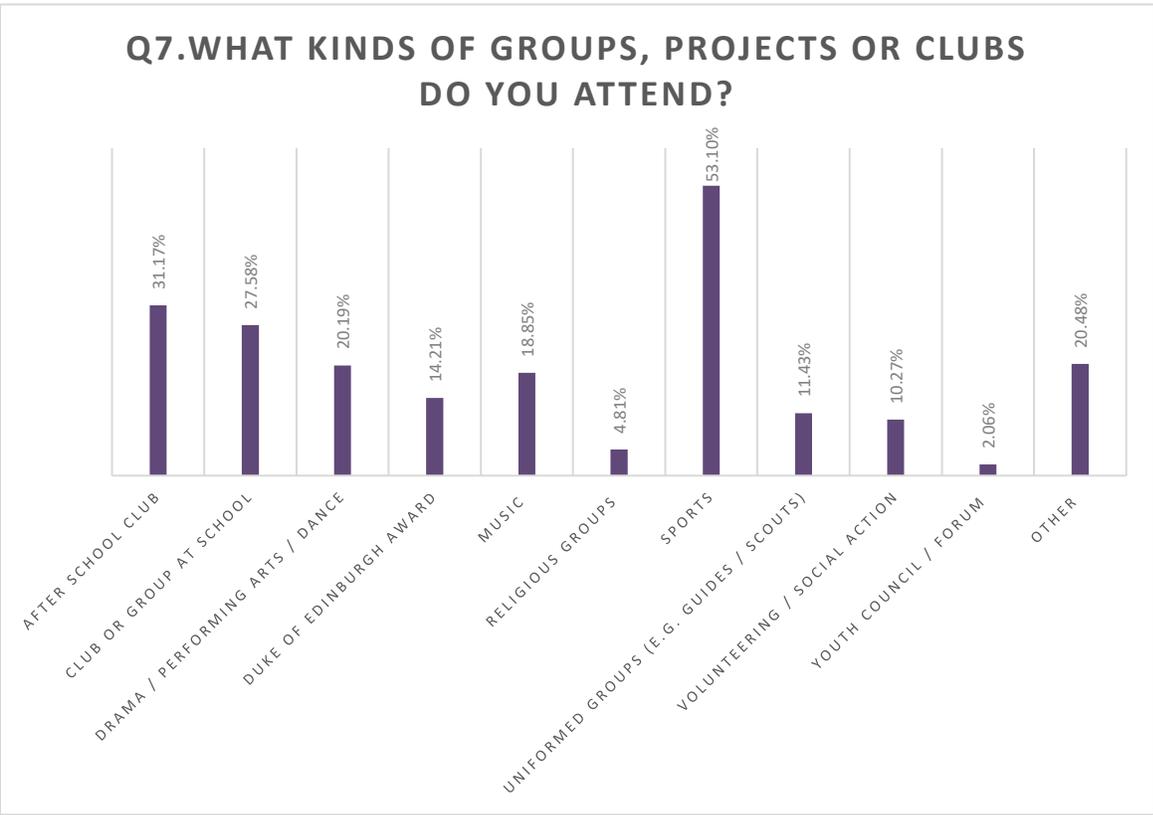
What is your ethnicity?	Percentage
White British	65.90%
White Irish	2.10%
Other White Background	5.70%
White & Black Caribbean	2.50%
White & Black African	1.20%
Other Mixed Background	3.10%
Indian	2.70%
Pakistani	1.60%
Bangladeshi	0.70%
Other Asian Background	1.50%
Caribbean	1.00%
African	3.00%
Other Black Background	0.70%
Chinese	0.50%
Traveller	0.50%
Other	2.90%
Prefer not to say	2.00%



5.8 Question seven - what kinds of groups, projects or clubs do you attend from the list below?

- 8,550 respondents answered question seven.
- This question was designed to identify what young people do outside school and to identify their preferences. Respondents were asked to select as many options as applied to them.
- The most popular response was sports, with 2,665 respondents stating that they participate in sporting activities. The least popular response was youth council / forum.
- The three most popular responses were sports, after school club and club or group at school.

What kinds of groups, projects or clubs do you attend from the list below?	Percentage
After school club	31.17%
Club or group at school	27.58%
Drama / performing arts / dance	20.19%
Duke of Edinburgh Award	14.21%
Music	18.85%
Religious groups	4.81%
Sports	53.10%
Uniformed groups (e.g. Guides / Scouts)	11.43%
Volunteering / social action	10.27%
Youth council / forum	2.06%
Other	20.48%



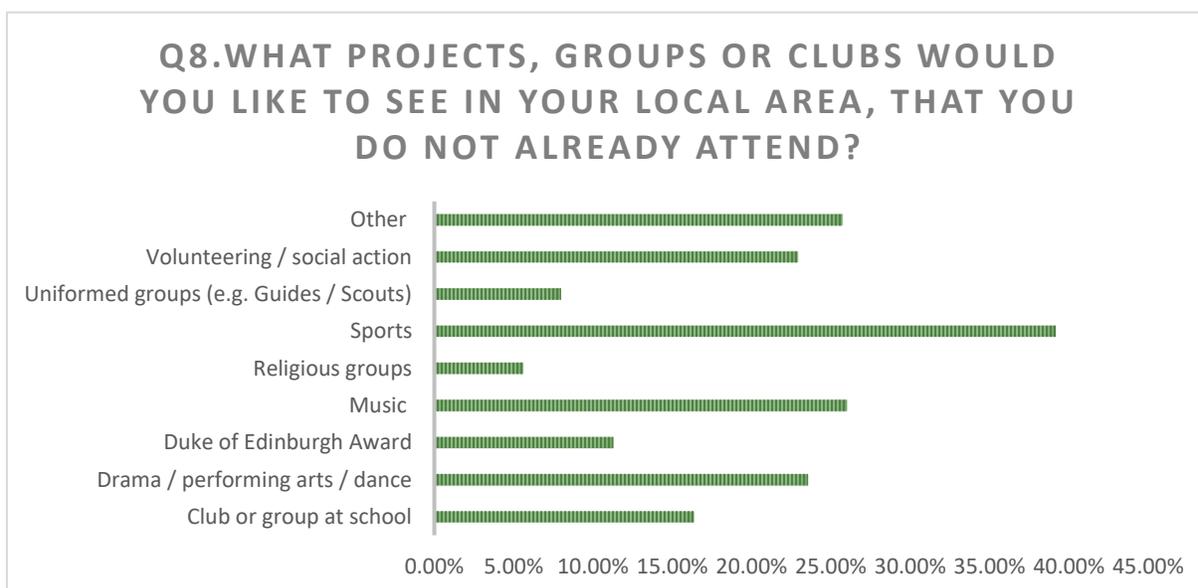
5.9 Question eight - what projects, groups or clubs would you like to see in your local area, that you do not already attend?

- Question eight was designed to identify gaps in service provision for young people and to identify potential developments in service delivery. Respondents could select up to three answers.
- 7,410 respondents answered question eight.
- The most popular response for this question was sports with 2,904 selecting this option. Despite sports featuring as the highest response choice for question seven, it

appears that young people would still like to see more variety and selection of sporting activities in their local areas.

- The lowest response choice for question eight was religious groups with 415 respondents selecting this option.
- The top five activities young people would like to see more of in their local areas are sports, music, drama / performing arts / dance, volunteering / social action and other.
- Respondents were also given the opportunity to elaborate on their chosen answers, to which there were various suggestions, many naming specific sporting or club activities.

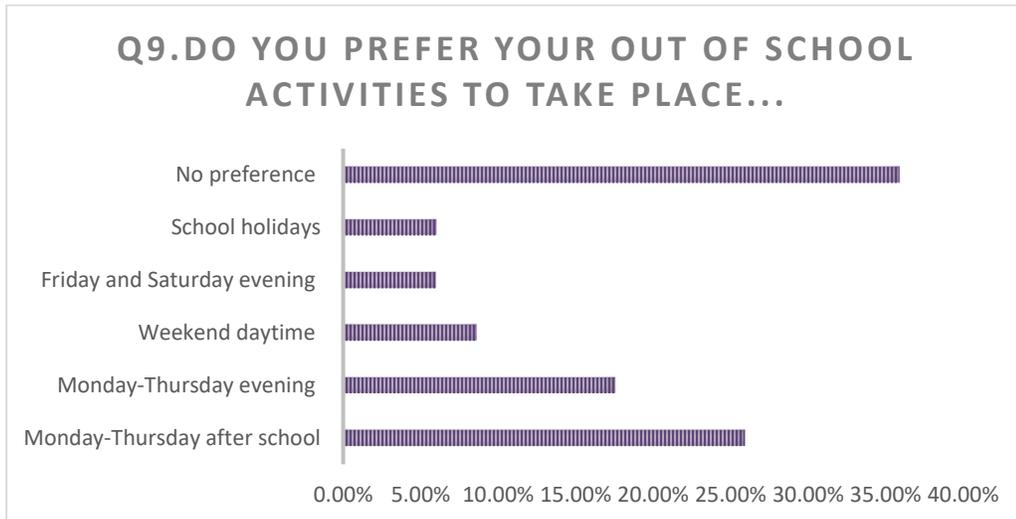
What projects, groups or clubs would you like to see in your local area, that you do not already attend?	Percentage
Club or group at school	16.36%
Drama / performing arts / dance	23.55%
Duke of Edinburgh Award	11.28%
Music	26.01%
Religious groups	5.60%
Sports	39.19%
Uniformed groups (e.g. Guides / Scouts)	8.00%
Volunteering / social action	22.91%
Other	25.71%



5.10 Question nine - do you prefer your out of school activities to take place...

- 9,242 respondents answered question nine.
- This question was designed to identify when young people prefer their out of school activities to take place and to help ensure that the provision on offer is suited to their needs and preferences.
- 3,317 respondents stated that they had no preference when activities took place.
- 2,369 respondents stated their preference would be Monday-Thursday after school.
- From the results, it seems that respondents’ preferences for out of school activities were for weekdays rather than the weekend.

Do you prefer your out of school activities to take place...	Percentage
Monday-Thursday after school	25.93%
Monday-Thursday evening	17.56%
Weekend daytime	8.61%
Friday and Saturday evening	5.98%
School holidays	6.03%
No preference	35.89%



5.11 Question ten – from the list below, which five issues are most important to you?

- 9,479 respondents answered question ten.
- This question was designed to identify what issues are most important to young people, in terms of either being affected by the issue or concerned about it. Respondents were asked to select their top five concerns.

The top ten concerns for young people in Hertfordshire are:

Top ten issues	Number
Climate Change	3226
Mental Health	3125
Being Bullied	3058
Knife Crime	2868
Body Image and Appearance	2487
Confidence and self-esteem / resilience	2408
Exams and coursework	2369
Drugs	2294
Health and fitness	1799
Education, training or motivation to develop the skills I need to succeed	1798

The top ten concerns for females and males showed some variations in the order of weighting:

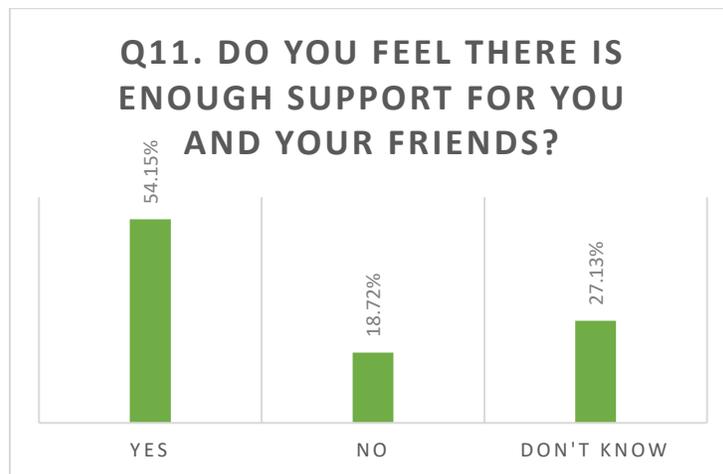
Top ten issues for Females	Number
Mental health	2012
Being bullied	1831
Body image & appearance	1754
Climate change	1631
Confidence and self-esteem / resilience	1503
Knife crime	1387
Exams and coursework	1270
Drugs	1023
Sexual abuse	860
Education, training or motivation to develop the skills I need to succeed	857

Top ten issues for Males	Number
Climate change	1416
Knife crime	1341
Being bullied	1227
Drugs	1124
Exams & coursework	1018
Mental Health	934
Health and Fitness	870
Future employment	844
Gangs	837
Education, training or motivation to develop the skills I need to succeed	832

5.12 Question eleven - do you feel there is enough support for you and your friends?

- 9,469 respondents answered question 11.
- This question was designed to identify whether young people feel that there is enough support for both themselves and their friends within Hertfordshire, to help overcome the issues listed above.
- 5,127 respondents stated 'yes' and did feel that there is enough support for themselves and their friends. 1,773 stated 'no' and didn't feel there was enough support and 2,569 stated that they didn't know.
- In terms of variations between female and male responses, 62.99% of males thought there was enough support for themselves and their friends, whilst 48.28% of females felt this way.
- Although a majority stated that they felt there was enough support, 4,343 respondents either didn't feel there was enough support or didn't know. This implies that there may be a need to further understand how to communicate the support available to young people.

Do you feel there is enough support for you and your friends?	Percentages
Yes	54.15%
No / don't know	45.85%

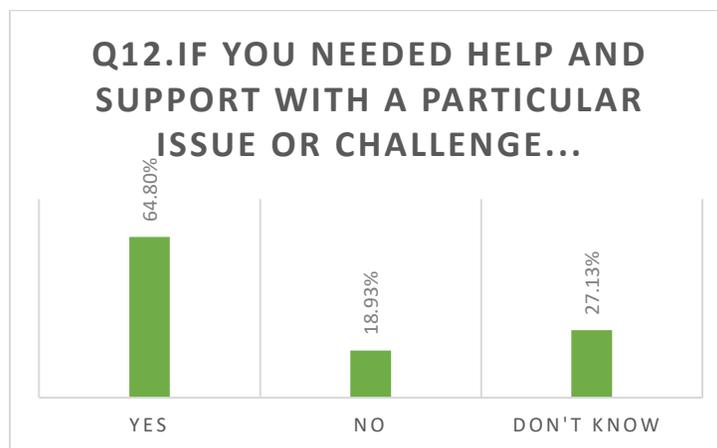


5.13 Question twelve - if you needed help and support with a particular issue or challenge, do you know how and where to access this?

- 9,442 respondents answered question 12.
- 6,118 respondents stated 'yes' that they did know how and where to access help and support for a particular issue or challenge.
- 3,324 stated 'no' that they didn't know how and where to access help and support or stated, 'don't know'.

- There was little variation between male and female respondents: 68.38% of male respondents stated that they did know how and where to access help and support, whilst 63.56% of female respondents stated the same.

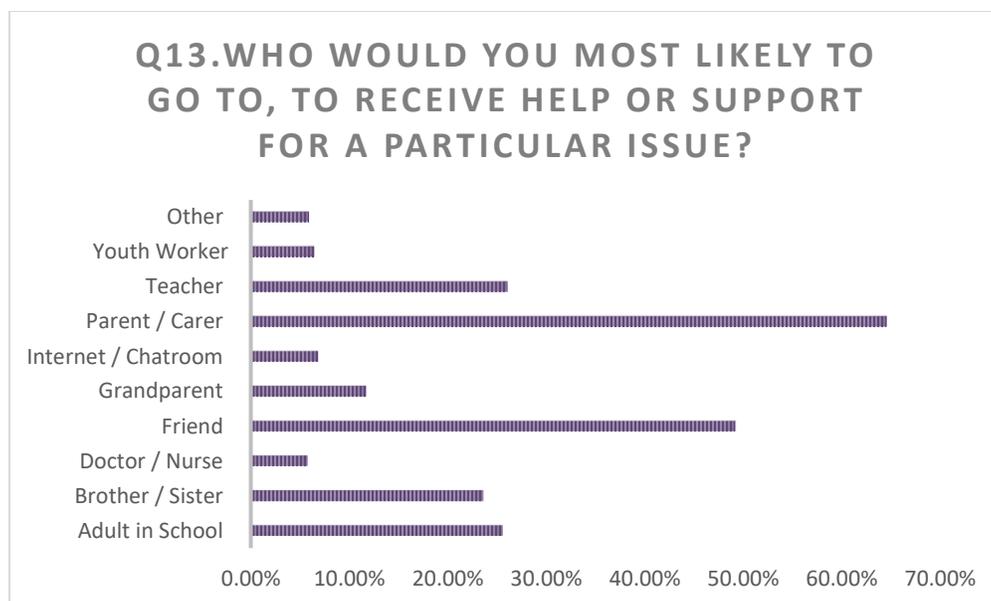
If you needed help and support with a particular issue or challenge, do you know how and where to access this?	Percentage
Yes	64.80%
No / don't know	35.20%



5.14 Question thirteen - who would you most likely go to, to receive help and support for a particular issue?

- 9,397 respondents answered question 13.
- Question 13 was designed to identify who young people would most likely go to, to receive help and support for a particular issue.
- The option with the highest number of responses was parent / carer with a total of 6,063. The option with the lowest number of responses was doctor / nurse with 543.

Who would you most likely go to, to receive help or support for a particular issue?	Percentages
Adult in School	25.57%
Brother / Sister	23.61%
Doctor / Nurse	5.78%
Friend	49.19%
Grandparent	11.72%
Internet / Chatroom	6.85%
Parent / Carer	64.52%
Teacher	26.04%
Youth Worker	6.46%
Other	5.90%



Analysis of free text comments

Respondents were asked how we can improve access to help and support for young people in Hertfordshire and 1,349 respondents provided a range of comments and suggestions.

Most comments focused on mental health support and provision. Key suggestions (summarised) included:

- Creating a dialogue between young people, schools, youth groups and partners, to explore mental health challenges and solutions.
- Ensuring that mental health support and provision is well advertised within educational and other young people's settings.
- Develop and provide more accessible support, 1:1 counselling and workshops at places that are convenient and suitable for young people.
- Create online resources / platforms for young people, schools and parents to access guidance and advice on how to access specific types of support.
- For partners to work more closely to deliver mental health awareness and support training and guidance to school staff and students.
- Assessing if there are enough trained and qualified professionals in mental health to provide support for young people.

5.15 Question fourteen - if there is anything else you want to tell us about how we can improve services for young people across Hertfordshire, please use the box below.

- 1,380 respondents answered question 14.
- Question 14 was designed to identify and understand young people's suggestions for improvements to service delivery and provision across the county. The question

provided respondents with an opportunity to make suggestions and play a role in contributing to improving services for young people in Hertfordshire.

- Analysis of these comments is included below, which represents the top ten reoccurring themes mentioned in the responses.
- The most popular theme in question 14 was ‘mental health awareness and support.’

Top ten themes
Mental Health Awareness & Support
Climate Change & Environment Actions
Youth Work Support & Provision
Street & Home Safety
Sports
Transport & Travel
School Concerns & Improvements
Community spaces for young people
Pastoral Support
General provision

Analysis of free text comments

The analysis indicates most suggestions relate to improving services and support.

There were a high number of responses focusing on mental health needs and gaps in service provision. Many comments specifically suggested the need to provide greater 1:1 support in educational settings to help manage and overcome mental health issues such as stress, anxiety and depression. Some other comments pointed to the need for improved and accessible mental health support out of school through online means and resources, and for parents to be better informed. Young people called for good quality and accessible services providing appropriate support and guidance in their local areas. Many responses emphasised how young people were not aware of the support available and how to access it.

Young people also highlighted the importance of pastoral support within school and outside of school, to help manage and overcome certain issues such as bullying, mental health, gang and knife crime, sexual abuse, and career and future choices. Young people expressed a need to access greater support, advice and guidance on these issues.

Another reoccurring theme was the need for more spaces and activities for young people to access in their local communities. Young people often identified the link and relationship between a lack of spaces and activities on offer for young people and the prevalence of crime and anti-social behaviour. Young people expressed a need for spaces where they could meet, socialise and participate in a range of activities.

There was also a theme around communications and marketing of provision and support on offer for young people in their local communities. There were a range of comments

emphasising how young people are unaware of the activities and types of support available to them and didn't know how to find out this information.

Young people also suggested the need for greater police presence and / or more adult presence in and around schools at peak times to act as a deterrent to criminal activity and anti-social behaviour. Many comments expressed concern about being attacked or threatened by other young people and that some young people consequently feel unsafe.

There were several comments in question 14 expressing how the Young People's Survey was a good tool and strategy in which to engage with young people, empower them and to identify improvements. Some proposed that more online or social media surveys should be developed in the future to engage with young people and seek their views.

6. Special Educational Needs (SEN) Survey Results

6.1 Introduction

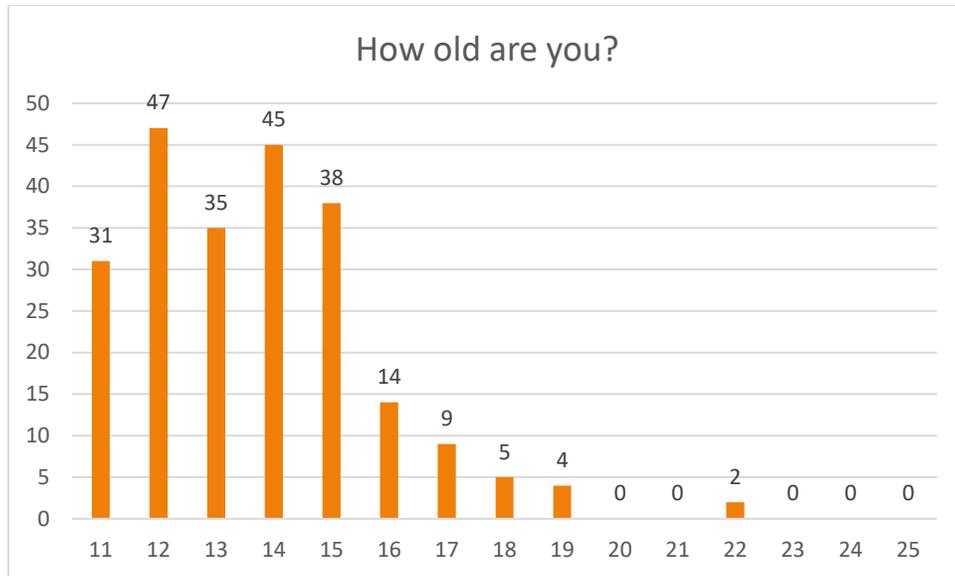
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The survey was anonymous and included ten questions, six of which were closed and four open. The open questions included free text fields allowing respondents to elaborate on their selected answers. The survey took around 15 minutes to complete. Questions were aimed at young people attending special schools between the ages of 11-25 and could be completed alone or with adult support.

6.2 Results by question

6.2.1 Question one – how old are you?

- 230 respondents answered question one.
- 85% of respondents were aged between 11-15.
- The highest responding age group was 12 years old with 47 respondents; and then 14 years old with 45 respondents.



6.2.2 Question two – which school or college do you attend?

- 230 young people answered this question.
- 42 young people chose ‘other’ as their school option.

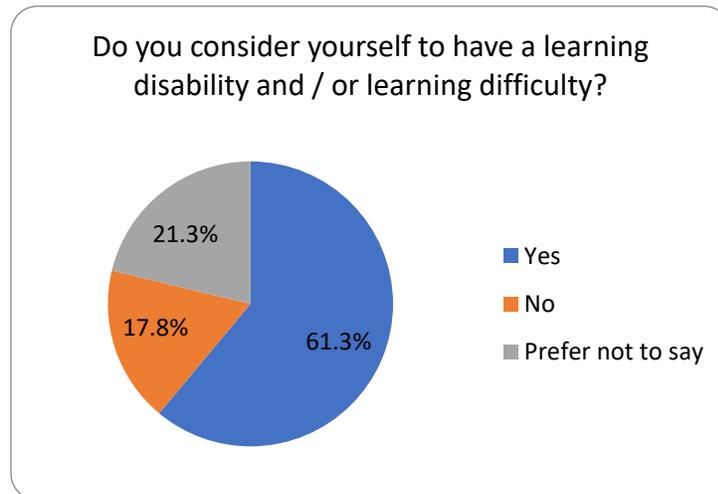
Schools	Number
Falconer School	24
Hailey Hall School	33
Heathlands School	23
Knightsfield School	21
Lakeside School	1
Monks Walk (mainstream)	11
North Herts ESC	3
St Luke's School	53
The Collett School	19
Other	42

6.2.3 Question three – which city, town or village do you live in?

- 227 young people answered this question.
- 178 chose a Hertfordshire location as their home city, town or village (78.4%); 49 chose ‘other location’ (21.6%), representing a number of young people accessing specialist education in Hertfordshire from outside the county.

6.2.4 Question four - do you consider yourself to have a learning disability and / or learning difficulty?

- 225 young people answered this question.
- 138 (61.3%) young people said they had a learning disability; 40 (17.8%) said 'no' and 48 (21.3%) would rather not say.



6.2.5 Question five - if you answered 'yes' to question 4, please tell us about your disability and / or learning difficulty?

- This was a free text question, which 141 young people answered.
- Answers were categorised according to the most common answers.
- The most commonly identified disabilities were Autism / Asperger's, hearing problems / deafness and learning difficulties.

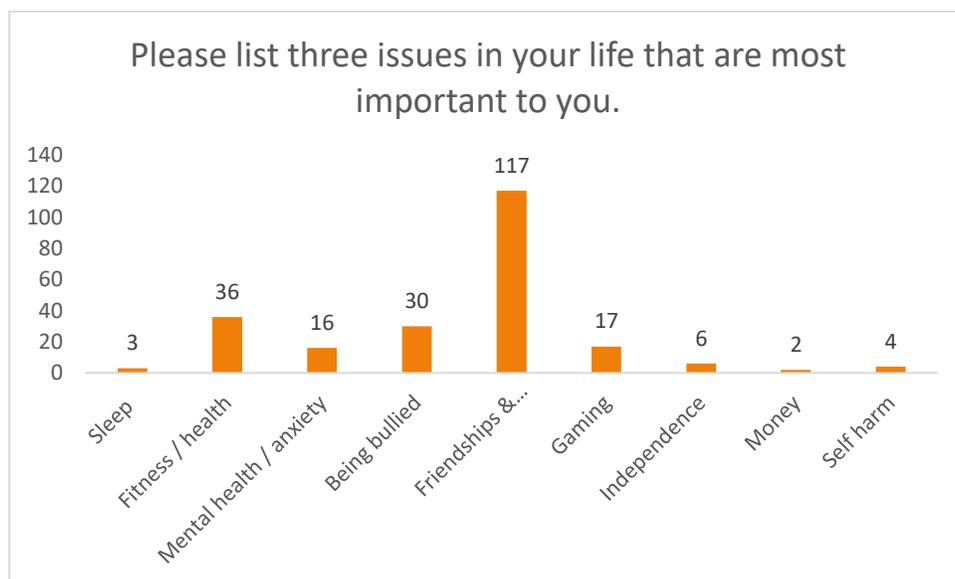
6.2.6 Question six – which of these activities do you attend?

- 224 young people answered this question.
- The question allowed the respondent to choose a number of answers relevant to their own circumstances.
- Many respondents attended a club or group at school (91 responses), with a large number attending clubs and sporting activities outside of school (72 responses). As with the main survey, a high proportion of young people selected sports as their chosen activity (67).
- 43 young people stated that they attended no activities (19% of respondents to this question).

Activity	Number
Club or group at school	91
Club or group outside of school	72
Drama / performing arts / dance	30
Duke of Edinburgh	15
Music	36
Religious groups	17
Sports	67
YC Hertfordshire	49
None	43
Other	13

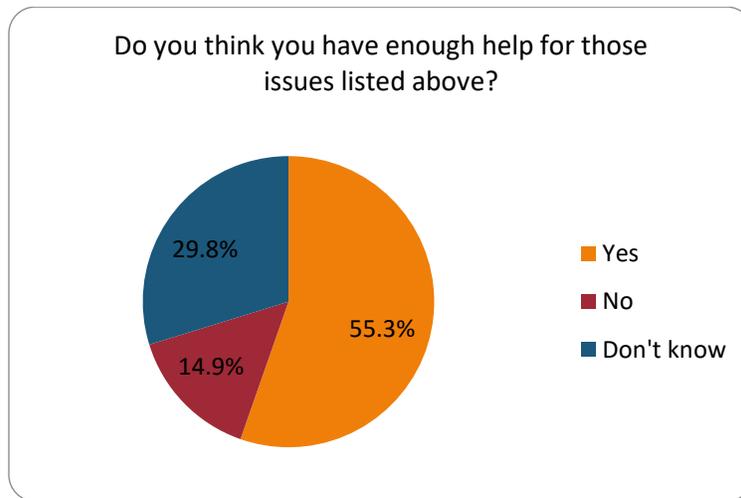
6.2.7 Question seven – please list the three issues in your life that are most important to you.

- 211 young people answered this question.
- Respondents were provided with a free text box and asked to list the three things that are most important to them.
- There were a variety of answers, most of which could be grouped as shown in the chart below.
- Friendships and relationships were the most important things for the young people completing this survey (117 responses), with fitness and health second (36) and being bullied third (30).



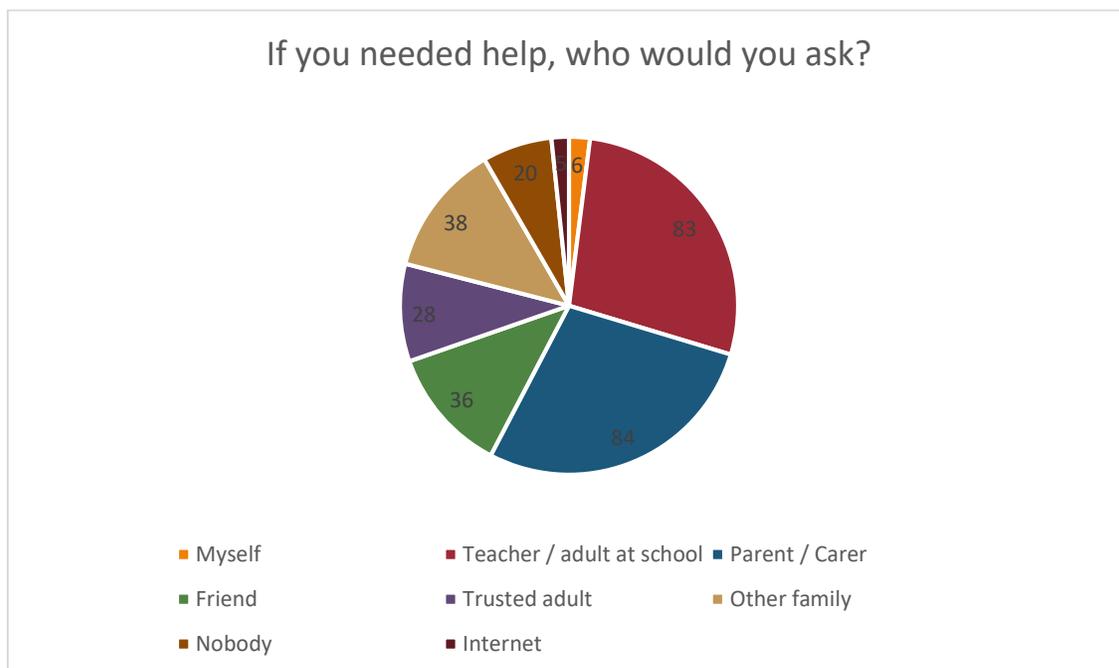
6.2.8 Question eight – do you have enough help for the issues listed above?

- 215 young people answered this question.
- 55.3% felt that they had enough help.
- 44.7% responded that they did not have enough help or 'don't know.'



6.2.9 Question nine – if you needed help, who would you ask?

- 214 young people answered this question.
- Respondents were provided with a free text box and asked to list the people they would seek help from.
- The highest category for this question was parent / carer (84 responses) followed by teacher / adult at school (83 responses), then other family (38 responses).
- 20 young people said that they had nobody to turn to for help.



6.2.10 Question ten - is there anything you think you need from the services and people that support you?

- This was a free text question, which 186 young people answered.
- Most (65%) young people answered 'no' or 'don't know' to this question.
- Of the remaining answers the following represent the needs highlighted:
 - support for learning needs including reading and writing
 - support to obtain practical skills for work, including driving, IT, programming
 - access to more sporting activities outside school
 - support from youth workers and better access to provision outside school
 - help with gaming addictions
 - help with behavioural challenges including self-harm.

7. Summary observations

The observations outlined below have been informed and shaped by the results, feedback and suggestions from young people who completed the Young People's Survey. This report will be shared with District / Borough Youth Strategy Groups and local Youth Councils and Forums to dissect and formulate actions at a local level. District / Borough level action plans will be produced to ensure that actions are locally specific where appropriate.

7.1 Young People with LDD Survey

The issues concerning young people with SEN vary somewhat from the results of the main survey, which is to be expected to some degree. It's clear that friendships and relationships are the most significant factors in the respondents' lives, with fitness and health second. As with the main survey, bullying was seen as a significant issue and was listed in third place.

Gaming was mentioned throughout the survey in free text comments and was the fourth most dominant issue for respondents. Some young people highlighted a need for help with what they perceive as gambling addiction.

While 55% of young people stated that they had enough help with their issues, a significant proportion either did not know or felt that they did not have enough support. This echoes findings from the main survey.

Similarly, to the main survey, young people expressed an interest in sporting activities, and while many attend clubs at school, some respondents reported that activities outside of school, suitable for their disabilities, were often difficult to find. A high percentage of respondents do not attend any clubs or activities, but it's unclear from the data why that may be.

When asked if additional services are needed, most young people responded 'nothing' or 'no.' However, the remaining respondents expressed some views which highlighted the themes noted for question ten.

7.2 Good quality and accessible mental health support

Young people identified a need for good quality and accessible mental health support for young people across Hertfordshire, accessible at school and outside of school. Many young people expressed a need for more 1:1 support and for the adults in their lives to be more aware of the types of mental health conditions young people may experience and how to effectively start an open dialogue. Young people expressed a need to access free and confidential advice outside of school. The key needs identified from comments in the survey are 'stress', 'depression' and 'anxiety' caused or compounded by exam and coursework pressures. Young people asked for informed advice and guidance from professionals on how to manage pressures and challenges and where to seek appropriate support from specialist services.

For females, 'mental health' and 'body image and appearance' were the top two issues in question ten and would appear to be more of a concern and / or prevalent amongst females than males. Tailored provision to promote body positivity and appearance could be provided to young females to improve well-being and reduce the likelihood of developing mental health issues.

7.3 Spaces for young people to meet, socialise and seek support in their local communities

The survey suggests that young people require a greater number of 'spaces' to meet and socialise. Many free text comments expressed a need for opportunities to improve mental health, boost confidence and provide positive alternatives to the risk of participating in anti-social behaviour, gang and drug activity. Suggestions included 'hubs' where any young person could visit outside of school hours to socialise with their friends, get support and participate in a range of activities.

7.4 Support for those being bullying

Bullying was identified as the second highest issue, with over 3,058 young people identifying 'being bullied' in the top five issues of most importance to them. Many young people mentioned online and digital media as their primary way of communicating. Suggestions for bullying support included the development of online resources for parents, schools and young people on how to manage, challenge and address bullying. Young people want to be informed about the options available to them for seeking support and how to go about reporting it.

7.5 Climate change - increase awareness and empower young people

Climate change was identified as the highest issue in question 10, with 3,226 young people stating that this was in the top five issues of importance to them. There were a range of

suggestions throughout the survey about how more actions should be taken locally to address climate change.

7.6 Promotion of provision and activities

Many young people said that activities and services on offer should be actively and innovatively promoted and marketed through social media platforms / websites, schools, parents and partner organisations. Young people provided feedback that they were often not aware of the services and activities on offer in their local areas, also expressing concern over a lack of accessible provision. Young people wanted better understanding of the support available to them from various organisations and how to go about accessing it.

7.7 Empowered and involved young people - volunteering and social action opportunities

There were a range of comments regarding young people wanting to volunteer in their communities and make a difference. In question eight, 1,698 respondents stated that they wanted to see more volunteering and social action opportunities in their local areas. Opportunities for young people should be developed and co-produced with them to allow for involvement across a range of areas. Many comments emphasised how young people wanted to feel empowered and involved in their communities specifically around themes of climate change, sustainability and social action.

7.8 Street safety

There were a number of concerns and issues raised about feeling unsafe and anxious, particularly about being attacked or 'mugged' outside of school or in close vicinity. Many young people identified and suggested solutions to this issue through their comments. They expressed a preference and need for greater police presence and / or adults in areas with a high number of young people, to act as a deterrent to other young people committing acts of violence or crime.

7.9 'Digital offer' for young people

Young people's comments in the survey highlighted a need for online support and more advertisements and communication channels through social media platforms. Young people expressed a preference for anonymous online support to disclose issues and acquire advice.

8. Next steps

YC Hertfordshire Services for Young People will provide and communicate results from the survey at a county and district level and provide support to District / Borough Youth Strategy Groups in the production of action plans to respond, where possible, to the identified needs. It will be important to involve wider partner organisations in this process.

9. Conclusion

The Young People's Survey 2019 has provided a valuable opportunity to hear and capture the voices of young people from across Hertfordshire, to form an improved understanding about what young people would like to see from out of school provision, the issues of greatest concern to them, and how services and support can be developed and improved. Through engagement with young people from a range of different schools, and socio-demographic backgrounds we have a more informed understanding of the specific needs of young people, the challenges they face, and how Hertfordshire can deliver good quality services.

The key issues identified as important to young people across the county were climate change, mental health, being bullied, knife crime, and body image and appearance. However, to ensure that developments and improvements to services and support are effective, the results require further exploration with young people and local organisations to better understand the specific challenges and potential solutions to these issues.

It is important that the results of this survey are communicated to young people in a clear and accessible way, to ensure that they feel empowered and are aware of the value of their participation in this process.

To ensure that partners are providing the right types of services and support to the right people, Youth Strategy Groups and Youth Councils should review the results at local level, in order to identify the specific needs and concerns distinctive to their area.

The results of the Young People's Survey offer a timely opportunity to improve and develop services and support for young people in Hertfordshire. To fully embrace this opportunity, partner organisations need to work collaboratively to explore specific needs and solutions and develop action plans aligned to the results of the survey and voices of young people.

This report was published by YC Hertfordshire Services for Young People in April 2020.

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