

Ethnic Youth Support Team

MySpace Project

Mid way Evaluation Report

July 2013



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Quick read version

Background and context

This evaluation was done to find out how much difference the MySpace project is making in increasing young people's skills, providing new opportunities and helping cross cultural understanding.

The process

Dynamix consulted with four groups of who regularly meet at MySpace and questionnaires were distributed to young people, staff and partner organisations. Dynamix are evaluation specialists who use a range of evaluation methods and activities to make sure that evaluations are interesting and fun to take part in.

The participants

Who did we talk to?

11 young women in the girls group, **20** young people at the mixed drop in, **8** young people attending Mix'tup, **22** young people via the paper survey, **12** women at the Ladies Group, **4** EYST workers, **8** representatives of other agencies

What did we find out

1. Overall MySpace is a very positive and very well received project, the vast majority of the feedback received from users, staff and partner agencies has been glowing.
2. Staff, volunteers and the supportive, friendly atmosphere that they create are a really important part of why MySpace works so well.
3. Most people, or someone in their family, go to more than one activity.
4. Most people feel that the activities are very easy to get involved in, although they often didn't know much about activities they don't take part in themselves.
5. Everyone thought that it would be good to advertise MySpace more
6. All young people and EYST staff were very clear that the project had made a substantial difference to the young people. Partner agencies knew less about this.
7. 73 of the 87 people we consulted told us that that MySpace made a big difference to cross cultural understanding.
8. People might not get all the support they could form EYST because they don't know what is available, aren't sure if it is ok to ask for help and are worried it might not be confidential.
9. 75 of the MySpace users, partner agencies and staff felt that the project offered enough to different sections of the community.
10. Most groups were clear that MySpace helps other organisations.
11. Whilst massively valuing what is currently on offer all groups had a range of suggestions to make MySpace and EYST even better

What could happen to make MySpace even better

1. MySpace should strive to continue the high standard it has established.
2. Staff and volunteers should be valued and looked after.
3. Make sure people are informed about what is going on in other areas of the project.
4. Make sure partner agencies know about the benefits people get from being involved with MySpace.
5. if possible, find funding for more transport to help people get to MySpace activities.
6. The list of extra activities suggested by young people should be considered, anything that can be put in place should be.
7. Think about providing health information at the girls drop in sessions.
8. Find a way to ask other organisations how much MySpace helps them.
9. Make sure everyone knows about all the support they can get from MySpace and the rules about confidentiality.
10. Advertise and promote the project more, get the young people to help to do this.

Here are a few of the things people said, if you want to read more please have a look at the full report.

'My communication skills have improved by socialising with new people which has also made me feel much more confident'

'I get to do normal things and be treated like a normal person not someone with wheels'

'You get to make lots of new friends when you haven't got many'

'Staff helped to sort out an assault. They phoned the police which was very supportive. They also offered me tutoring, IT, and job skills opportunity'

'I can recall many example of young people getting involved in activities, discussion and group work and through this showing increased confidence in themselves'

'The youth workers are excellent at making the children feel safe and secure, this aids their confidence and ability to learn new skills or just make them comfortable that they can talk in a safe and confidential environment'

'Having the centre open definitely improves peoples skills with the activities that are available, being in this environment increases their confidence in communicating with each other. This becomes their community'

'They are very fun and supportive, Everybody likes you for who you are'

Background and context

The MySpace project is funded by the Big Lottery People and Places fund. It is part of the wider services that the Ethnic Youth Support Team (EYST) provides in offering support and culturally sensitive services for young people aged 11-25 and some services to the wider community.

This evaluation is based on the aims of objectives of the project. Young people and adults who use the project, staff and representatives of partner agencies were asked to assess the project for:

- The accessibility of the different activities in the drop in centre
- The flexibility and multi-functions offered
- The range of facilities
- Whether it increases young people's skills levels
- Whether it creates new opportunities
- How well it links in to EYST's other activities under the 5 key themes: education, employment, health, housing, community safety and other activities such as mentoring, advice, guidance and support, sensitive family liaisons
- Whether it increases confidence of young people
- Whether it increases active participation in the community
- How well young people feel integrated with the wider community after being involved with MySpace
- Whether it has impacted on wider Swansea's perception of ethnic minority young people and cross cultural understanding.

The process

Dynamix consulted with four groups of service users via focus groups and drop in sessions at existing activities. Mix'tup, the mixed after school drop in, the girls only drop in and the Wednesday morning ladies group were consulted. Questionnaires were also distributed to young people, staff and partner organisations.

8 representatives of partner organisations completed the online survey they worked or volunteered for the following organisations;

- Discovery – MySpace provides volunteering opportunities for students via Discovery
- Gower College – The College has strong referral links with EYST
- Youth Offending Service Anti Social Behaviour unit – The unit has presented workshops on Anti Social behaviour
- South Wales Police – Community placements have been undertaken at EYST
- Mix'tup - Volunteering as part of the joint project
- Swansea Young Single Homeless Project (SYSHP) – MySpace and SYSHP have run shared session with young people
- Mess up the Mess Theatre company – EYST was a partner project on Act Now arts and community project
- Welsh Islamic Cultural Association Swansea (WICAS) – WICAS have used MySpace for meetings and events.

Dynamix Evaluation Specialists use a comprehensive range of evaluation methods and activities to ensure the participants are able to contribute their views in their preferred communication style and in a way that they were comfortable. Dynamix has built a strong reputation for innovative evaluation that enables young people to have a voice. Dynamix has been delivering evaluations relevant to children and young people since 1989. Dynamix evaluation work is participant-centred, with methods adapted to suit participants' needs. The methods are fun and interactive which means that participants genuinely get excited about taking part, participants are valued so they feel listened to and confident about expressing themselves.

Mix'tup

This group runs on a Saturday once a month and offers an accessible, integrated provision for young people with and without disabilities. It is run in partnership with Interplay, a local charity that supports integrated provision.

Young people take part in a range of activities including pool, table tennis, computers and games. There is high number of staff and volunteer ensuring that the young people have a very positive experience. The group is vibrant and fun.

Mixed after school drop in

This group runs once a week and offers a drop in to young men and young women. It is an informal setting with high levels of staff and volunteer support. Young people take part in a range of activities and can access specific support from volunteers and staff if they want including homework support, drum lessons or just someone to talk to. The unstructured nature of the provision makes it extremely accessible and young people are able to define the space and set their own agendas, getting as involved as is appropriate for them.

Girls only drop in

This drop in is aimed at young women and ensures that young women are not excluded from MySpace by cultural or social barriers that may make a mixed provision inappropriate. The group are well supported by staff and volunteers and can move between more focussed discussions and activities and informal activities.

Wednesday morning ladies group

This group provides a space for women to gather, offer each other support and receive support from volunteers and staff. Group members have accessed legal advice as well as social support. The group usually does some focused discussion or learning and a gentle exercise session.

The participants

Who did we talk to?

11 young women in the girls group
20 young people at the mixed drop in
8 young people attending Mix'tup
22 young people via the paper survey
12 women at the Ladies Group
4 EYST workers
8 representatives of other agencies

Ages

24 were aged 11 to 13yrs
16 were aged 14 to 16yrs
8 were aged 17 to 19yrs
11 were aged 20 to 25yrs
4 were aged 26 to 30yrs
12 were aged 30yrs+
2 did not give their age
We did not ask the partner agency representatives for this information

Gender

40 were female
37 were male
We did not ask the partner agency representatives for this information

Disability

63 did not consider themselves to have a disability
14 considered themselves to have a disability
We did not ask the partner agency representatives for this information

Religion or faith

The participants were asked how they would describe their religion or faith if they had one, this was self defined, multiple choice options were not offered.

42 were Muslim
11 had no religion or faith
10 did not answer this question
7 were Christian
3 were Atheist
1 was Catholic
1 was Protestant
1 was a born again Christian
1 stated that they did not believe in religion
We did not ask the partner agency representatives for this information

Ethnicity

The participants were asked how they would describe their ethnicity, this was self defined, multiple choice options were not offered.

27 described themselves as Bangladeshi

11 did not answer this question

5 described themselves as Asian

4 described themselves as Welsh

4 described themselves as White Welsh

3 described themselves as British

3 described themselves as White

2 described themselves as British White

2 described themselves as English

2 described themselves as Pakistani

2 described themselves as Welsh Bangladeshi

1 described themselves as African

1 described themselves as Asian Bangladeshi

1 described themselves as Bangladeshi Asian

1 described themselves as Black

1 described themselves as British mix

1 described themselves as European

1 described themselves as Libyan African

1 described themselves as Mauritian

1 described themselves as Mauritian Asian African

1 described themselves as mixed race

1 described themselves as Welsh Arabic

1 described themselves as White Arabic

We did not ask the partner agency representatives for this information

Consultation programme

Each question was asked using a participative, interactive activity.

Question
Which of the following activities have you or someone in your family attended?
How easy is it to get involved in these activities?
Does anything stop people from getting involved in these activities? If yes, what? What could be done to make these activities even more accessible?
Have these activities; <ul style="list-style-type: none">• increased skill levels• created new opportunities• increased confidence• helped you feel part of the community• increased your active involvement with the community of Swansea
How much and can you give some examples.
Do you think the MySpace project impacts on the perception of ethnic minority young people in Swansea? And Do you think the MySpace project helps people from different cultures understand each other? If yes, in what way? If no, what are the obstacles and how could this be improved?
Did you know young people could get support for the following from EYST? <ul style="list-style-type: none">• education• employment• health• housing• community safety• mentoring, advice• guidance and support• sensitive family liaisons
Are there any barriers that would prevent young people from accessing this support?
Does the MySpace project provide enough training opportunities for young people? Does the MySpace project enough support for different user groups/ different sections of the community? Do you think the project adds value to other services in Swansea – if so how/ please describe?
What other activities could EYST provide that would engage and support young people?/ and/or other sections of the community

Findings

Which of the following activities have you or someone in your family attended?

Mix'tup				
activity	you	someone in your family	as a volunteer	
boys after school drop in				
girls after school drop in				1
male it classes				
female it classes				
mother and toddler group				
employment support				
Mix'tup	8		2	
minibus school pick up				
Hafod outreach				
female English classes				
male English classes				
volunteering in office				1
Girls group				
activity	you	someone in your family		
boys after school drop in			1	
girls after school drop in	16		2	
male it classes				
female it classes				
mother and toddler group	3			
employment support	1			
Mix'tup				
minibus school pick up	5			
Hafod outreach	4			
female English classes	1		1	
male English classes				
Mixed drop in				
activity	you	someone in your family	as a volunteer	
boys after school drop in	8		4	1
girls after school drop in			1	3
male it classes	1			
female it classes				
mother and toddler group			2	
employment support	2			
Mix'tup	3			1
minibus school pick up	3		2	
Hafod outreach			1	
female English classes				
male English classes	2			
Mixed drop in	17		7	
Ladies group				
activity	you	someone in your family		
teenagers drop in			7	
English	5			
IT	2			

Young people paper consultation

activity	you	someone in your family
After school drop in boys	7	8
Afterschool drop in girls	6	1
It classes male	2	1
It classes female	1	
English classes female		
English classes male		
Mother and toddler group	2	
Employment support	4	
Mix'tup	2	
Minibus pick up from schools	2	
Hafod outreach	2	

How easy is it to get involved in MySpace activities?

Mix't up

5 young people thought that it was very easy to get involved and 3 rated it between moderately easy and very easy.

'Everyone is involved'

'It is easy to find'

'Central location'

'Friends told me about it'

'My mum found out about it'

'Nicky came to school and told us about it'

'It's physically accessible, on the ground floor'

'Very friendly'

'There are custard creams'

'When I was looking for the venue someone spotted me on the road and helped'

Girls Drop in

All 11 young women felt that it was very easy to get involved in the group. 5 out of the 11 found out about the group via friends, family or by someone who already attended. They also commented that the staff are very supportive and friendly.

Mixed drop in

10 young people thought that it was very easy to get involved in MySpace activities, 1 felt that it was not easy to get involved and 9 rated it as in between.

'The people are encouraging'

'People speak to you and welcome you'

'I just had to sign a form and drop in'

'I met people at the mosque and they told me about the project'

'I came from my primary school to have a look'

'There is always someone here'

'I get picked up and dropped off'

'I saw a poster'

'My pastoral officer in school told me about it '

'It is very welcoming'

Young people paper survey

Each participant was asked to rate how easy it was to get involved in MySpace activities with 5 being the most easy.

How easy is it to get involved	Don't know	1	2	3	4	5
After school drop in boys	9				2	7
After school drop in girls	12				1	4
It classes male	15					3
It classes female	13					1
English classes female	13					1
English classes male	15					2
Mother and toddler group	14				1	
Employment support	12				1	1
Mix'tup	14				1	
Minibus pick up from schools	14			2		1
Hafod outreach	14			1		2

Ladies group

All 12 members of the ladies group felt that it was very easy to get involved.

One noted that once she had had difficulties getting on a PC as job seekers were prioritised during that session and there were only 8 PCs available.

Partner agencies online survey

The 8 Partner agency workers and volunteers were asked to rate how accessible they thought MySpace activities were with 5 being the most accessible.

How easy is it to get involved	Don't know	1	2	3	4	5
boys after school drop in	7				2	3
girls after school drop in	6				1	3
mixed after school drop in	7					1
male it classes	7					1
female it classes	7					1
female English classes	7					1
male English classes	7					1
mother and toddler group	7					1
employment support	7					1
Mix'tup	5		1		1	1
minibus school pick up	7					1
Hafod outreach	6					2

Each worker felt that one or two activities were very accessible apart from 3 workers who did not know how accessible any of the activities were and 1 who felt that all projects were very accessible. Mix'tup was the only activity highlighted as not very accessible, being rated 2 out of 5 by one worker.

EYST Staff online survey

The 4 EYST staff were asked to rate how accessible they thought MySpace activities were with 5 being the most accessible.

How easy is it to get involved	Don't know	1	2	3	4	5
After school drop in boys						4
After school drop in girls				1	1	2
After school drop in mixed				1	1	2
It classes male				1	1	2
It classes female					2	2
English classes female					1	2
English classes male					2	2
Mother and toddler group					3	1
Employment support					2	2
Mix'tup					1	3
Minibus pick up from schools					2	3
Hafod outreach					1	3

What could help make these activities more accessible?

Mix't up

'Parking is tricky'

'I didn't know it existed'

Inform the following organisations and workers about the group, so that more people know;

- Children's therapy centre
- YMCA
- Physiotherapists
- Schools and Specialist Teaching Facilities
- Put information in the safe havens at school
- Tell teachers to share in PSE lessons
- The artificial limb centre

'Advertise it more'

'Language barriers made it hard for me to get involved'

'It can be tricky to find more people to come here'

Young people paper survey

Six young people suggested that advertising the project more would improve accessibility.

'Advertise more in local schools and colleges'

'More youth workers helping us in education and employment'

'Reach wider to more residents in the community'

'Advertise in schools – give confidence to white male / females to be able to come to an ethnic based club'

Partner agencies online survey

'More volunteers are interested in volunteering in the boys and mixed drop in than they have space for, but it does make sense to limit numbers'

'The only drawback is that transport is limited to only one school per day therefore unless children have alternative transport they are limited to one session per week'

'Knowledge of the projects available (would improve accessibility)'

'We don't know about them'

The comments demonstrate that whilst individual activities are seen as accessible workers do not know about the other services available via MySpace.

EYST Staff online survey

'I don't think we could make these activities more accessible in our current situation. The ones I've (rated as) 4 are easy to get involved in but they run on one day a week so the main thing stopping people from getting involved is their own diary of commitments. The mixed night is still male dominated as a lot of the girls who go to the girls group wouldn't be encouraged / allowed to come'

'The centre is open to everyone and is appropriate for anyone regardless of ethnicity or religion. People from far cannot access due to limited capacity for lifts. Although I have rated highly for all of them there are certain activities which only run on one day, so that could be restricting but under the circumstances they are very easy to access.'

'Providing transport would make these activities more accessible, we are trying to run the minibus but it can't cover all areas. We also reimburse transport cost of asylum seeking families'

How much difference have the MySpace activities made?

Young people involved in focus groups

Each participant involved in a focus group was asked to rate how much these improvements they felt they had made in each of these areas out of five. Every participant noted a significant improvement in at least one area and the average ratings are shown below.

area	average rating
More skills or better at the skills you already had	3.6
More confident	3.8
Getting to do new things	3.9
Doing something in, with or for the community in Swansea	3.2
Feeling like you are part of the community	3.7

Can you give some examples.

'My communication skills have improved by socialising with new people which has also made me feel much more confident'

- Making new friends
- I get to do normal things and be treated like a normal person not someone with wheels
- I'm better at table tennis, pool, football
- I've had a chance to do graffiti workshops and t shirt printing
- I did a presentation to the youth bank
- I get to play games, meet new people and have fun
- My confidence has increased
- We are encouraged all the time
- We get to eat lots of lovely food
- You get to make lots of new friends when you haven't got many

Young people paper survey

area	Average rating
Improved skills	3.3
Created new opportunities	3
Increased confidence	3.5
Helped them feel part of the community	4.3
Increased their involvement with the community	3.6

Can you give some examples.

'The staff helped to sort out an assault. They phoned the police which was very supportive. They also offered me tutoring, IT, and job skills opportunity'

'I learnt to play music'

'Meet new friends'

'Improved pool skills'

'Because before I was nothing and nobody liked me, but when I came here my life changed'

'Made me feel part of the community and gave me more confidence'

'I started hanging around in the street but then I came to EYST'

'It has made me think more open mindedly about different routes into a career'

Partner agencies online survey

Representatives of partner agencies were asked how much they felt MySpace had impacted on young people. Answers were rated out of 5 with 5 being the most difference.

area	Don't know	1	2	3	4	5
improved skills	4				3	1
created new opportunities	3				2	3
increased confidence	2				4	2
helped young people feel part of the community	3				2	3
increased active involvement with the community	2				2	4

They were then asked to give any examples of this

'MySpace provides a very welcoming environment to all sections of the community'

'Reflecting on Mix'tup I can recall many example of young people getting involved in activities, discussion and group work and through this showing increased confidence in themselves.'

'Some students who have sought refugee status are provided with expert assistance to adapt to what can appear to be a hostile or at least indifferent environment, the team are a conduit to relevant support'

'I would not be able to work with these young people without MySpace'

'The youth workers are excellent at making the children feel safe and secure, this aids their confidence and ability to learn new skills or just make them comfortable that they can talk in a safe and confidential environment'

EYST workers online survey

EYST workers were asked how much they felt MySpace had impacted on young people. Answers were rated out of 5 with 5 being the most difference.

area	Don't know	1	2	3	4	5
Improved skills					2	2
Created new opportunities				1	1	2
Increased confidence					1	3
Helped them feel part of the community					2	2
Increased their involvement with the community				1	1	2

'Having the centre open definitely improves peoples skills with the activities that are available, being in this environment increases their confidence in communicating with each other which helps them create / deepen relationships. This becomes their community. We encourage new opportunities such as drumming, volunteering etc.'

'A group of young people did a project called make a difference they decided what to do with the funds they had and chose to paint an ugly wall with a graffiti artist and positive messages for the community. Another group did a citizenship course and received Agored qualifications. Another group are currently involved in a stepping stones to youth work course. Others have received mentoring to get into education or join employment agencies.'

'The activities at EYST have helped Asylum Seeker families and Refugee families, many women who are on employment support projects as well as mother and toddler groups to come out of isolation, meet other people who might have similar experiences to themselves and share advice and support. It has improved quality of life for these people who wouldn't necessarily have another place like EYST to go. The centre has given them a sense of belonging to the wider community.'

Do you think the My Space project impacts on the perception of ethnic minority young people in Swansea and helps cross cultural understanding?

Young people in the focus groups

All of the groups consulted felt that the project helped cross cultural understanding.

A range of way in which this happens was discussed

Open to everyone, mixing with others, spending time together

'It is open to everyone and there is a real mix in the room '

'Mix is in the name'

'It's very diverse'

'You meet new people'

'You can all get together and talk '

'It helps me to be more friendly'

'You interact with each other and laugh your head off'

'Different groups can mix here'

'It helps by giving a place where we can be friends'

'We talk, understand and listen to each other'

Learning about different cultures

'Coming here helps me to understand different cultures'

'You find out everyone is unique in different ways'

Attitude and atmosphere

'Nobody judges'

'You can be yourself'

'You can always ask someone anything you need to and they will talk to you'

'There is no hatred, everyone is openly welcomed and no-one would be turned away'

'I think projects like this change peoples preconceptions and misjudgements about young people, ethnic youth and disabled individuals by bringing everyone together and changing those preconceptions'

'It is a big community and everyone helps each other'

'Everyone shows respect'

'Whatever age, skin colour, shape you are this is a good place to calm yourself down and get support if you need it'

Practical activities

'We have been doing a project with Mess up the Mess where we write and send films to gypsy traveller young people and they send letters and films to us'

'Zumba gets a massive range of people from different backgrounds and ages together'

'When someone new arrives they are buddied up with a regular to be shown around'

'I spent a week film making in the holidays, working together on a big project'

'Lots of different people come in to run workshops'

'You do activities together'

'You can drop in whenever you want, it stops you feeling bored and anyone can come here'

'It is a positive use of young people's time'

The approach of staff and volunteers

'Everyone is a family so people get respect in the wider community'

'People here are caring'

'It's like a big family – staff look after the young people'

'The staff team are really strong, they have a forward thinking approach'

'Communication is really strong'

'We spend time here and learn stuff, we get extra value by building connections with staff'

'It is easy to talk to elders here and you feel respected by elders'

Young people paper survey

Yes	7
no	1
Don't know	11

'Not really because no one talks about different cultures'

'We enjoy playing games with other people'

'They see community working well together with no division and no one being ostracised'

'Yes, because it is a respectful space'

'It makes them understand stereotyping and makes people think twice before judging other cultures'

Partner agencies online survey

6 partner agencies felt that MySpace impacts on the perception of ethnic minority young people in Swansea and helps cross cultural understanding in a positive way and 2 did not answer this question.

'Including volunteers and young people from different cultures in the same environment highlights similarities rather than differences'

'Interaction'

'It allows children to interact without prejudice and then they are in a position to educate older members of the community who have misinformed beliefs / ideas'

'Breaks down barriers of separation, which can only be positive'

'The project engages a diverse range of groups and provides a safe place for dialogue to take place. I think such an idea should be replicated in other areas of Swansea which will help promote community cohesion'

EYST workers online survey

Do you think MySpace helps people from different cultures understand each other?

Yes – 4

no - 0

'It does simply from doing life with each other. There is no need to do talks or workshops, if they see someone doing something that is new to them, for example praying, they will simply ask 'what are you doing?' they'll get and answer then carry on playing pool. That helps them understand different cultures, respect it and carry on'

'Just socialising in an environment where all types of cultures are promoted, people naturally ask questions, they respect one another via knowing each other, they also help promote this tolerance within their own peer group'

'We have done cross cultural workshops with Gypsy young people we have had presentations from Spanish young people, young people from local communities who suffer from being stereotyped. Young people who have been excluded from mainstream education and are considered likely to be disaffected and to potentially have racist views have come and mingled with members of the ethnic minority community'

Do you think MySpace affects how people see ethnic minority young people in Swansea?

Yes - 4

no - 0

'It does when groups come to visit and if more people would come to visit who have no experience with ethnic minorities then their thoughts maybe changed. If anything it will show that ethnic minority young people are simply young people just as white, black, Chinese young people. They are all young people'

'We deliver PSE sessions in schools where young people get to know facts about ethnic minorities. They also get to ask questions they might not have had the opportunity to ask. Within our centre young people from different ethnic minorities come and they all adhere to the same rules, they get to mix with each other. We have culture workshops where they get to know about other cultures, just knowing each other helps to break down barriers.'

'MySpace helps people by offering a range of services and facilities to BME and non BME young people, older people, unemployed people and parents'

'We have had many organisations who have come to consult BME youth, or work with them or come on training sessions to learn about the issues of young BME people and hence be able to deliver appropriate services to them. I believe we need to hold more training sessions and more sessions to get the wider community to come in and socially integrate with the young BME people and appreciate each others differences as well as identify common ground'

Do you know that these services are available from EYST?

Young people focus groups

Mix'tup	yes	no
education	2	4
employment	4	2
health	0	6
housing	0	6
community safety	2	4
mentoring / advice	2	4
guidance and support	4	2
sensitive family liason	0	6
Girls group	yes	no
education	8	1
employment	5	5
health	3	7
housing	3	7
community safety	7	3
Mentoring / advice	7	3
guidance and support	9	1
sensitive family liason	7	5
Mixed drop in	yes	no
education	20	1
employment	14	3
health	14	5
housing	6	9
community safety	15	9
Mentoring / advice	17	4
guidance and support	19	0

Young people paper survey

	yes	no
education	11	1
employment	10	2
health	4	8
housing	3	8
community safety	9	3
Mentoring, advice	9	2
guidance / support	11	1
Sensitive family liaisons	7	5

Partner agencies online survey

	yes	no
education	8	
employment	7	1
health	4	4
housing	3	5
community safety	7	1
Mentoring	7	1
advice	8	
guidance and support	8	
sensitive family liason	7	1

What might stop a young person accessing support from EYST?

Young people focus groups

Participants reported that as a whole EYST and MySpace services were very straight forward to access. Some barriers were identified, the most significant was not knowing about the services, it was noted that a high number of young people knew about the group that they attended but may not know about other support that was available.

Other barriers highlighted were;

- Scared to ask
- Embarrassed about family issues and health
- Practicalities about transport and timings might make it hard to get to the activity
- You might not have the confidence to talk about the issue
- It might not be culturally ok to talk about personal stuff
- Might not be sure if it would be kept confidential
- Organisations not supporting EYST in the way they should
- Not knowing that the support is available

Young people paper survey

'Low confidence,'

'Not wanting to ask for these services in front of their friends'

'It just needs more awareness'

Partner agencies online survey

Four workers suggested that young people might not be aware that the support is available.

'Confidence to ask'

'Immediate family not wanting them too'

'Lack of transport'

EYST workers online survey

'Maybe the thought that EYST is a Muslim organisation or that it is only there for ethnic minorities'

'If they do not know about us, or the distance to the centre'

'Not knowing about EYST support or feeling embarrassed as they know the workers and fear they maybe judged'

'Families may prevent them as they believe that accessing support could dishonour a family and prefer to try to deal with issues themselves, then call us in at a later date when it would have been much easier to resolve issues early on'

Does the My Space project provide enough training opportunities for young people?

Mix't up

The majority of young people attending this group felt that enough training was provided. Two indicated that they might be interested in more training.

'There is lots (of training) there but I don't want it'

'It is more of a social thing for me'

Girls group

The girls group felt that more training could be offered.

'Make sure you promote the support that is on offer'

'Training around work and getting jobs'

'Health – it would be easier to learn about health stuff here than in school'

'Women's health and well-being issues but not as workshops'

Mixed drop in

The majority of the people attending the mixed drop in felt that there was plenty of training available however 3 stated that they felt there was not enough.

'Employment training is regularly provided'

'There is always room for improvement – training for volunteers would be good'

'I don't know about the training at all, volunteers don't get any training'

'I haven't heard of any training'

Young people paper survey

Yes	10
No	1
No response	8

Partner agencies online survey

4 answered yes and 4 did not answer this question

EYST workers online survey

Yes	3
No	1

Does my space provide enough for different sections of the community?

Mix't up

Mix'tup felt that there was a wide range provided for different sections of the community.

'There is no discrimination'

'It is really diverse'

'No two people are the same'

'There is lots of acceptance even if you are different they accept you for who you are'

Girls group

The girls group felt that MySpace offered enough to different sections of the community.

Mixed drop in

'Whatever your background you are welcomed into the EYST family'

'The projects should be more open to the general public, people assume the centre is just for ethnic youth, it isn't'

Young people paper survey

Yes	10
No	1
No response	8

Partner agencies online survey

yes	5
no	1
No response	2

EYST workers online survey

Yes	4
No	0

Does MySpace add value to other organisations ?

Mix't up

Mix'tup saw a clear and beneficial relationship between MySpace and other organisations.

'The space is great for other organisations to use'

'There was a big event with Interplay'

'PSE lessons in school'

'It helps disadvantaged children get to school'

Girls group

The girls group were unsure about how much value MySpace offered to other organisations, as they felt they had no real experience or awareness of this.

Mixed drop in

Most of this group felt that MySpace added value to other organisations but some suggestions to do more were made.

'Schools could support more'

'It could connect with more organisation and have an even bigger impact'

'We need to work more with other organisations'

Young people paper survey

Yes	1
No	1
No response	17

'Many people respect EYST as it gives 11 to 15 young people confidence'

Partner agencies online survey

6 organisations felt that MySpace added value to other organisations and 2 gave no response.

'It is a one stop shop for outreach for BME young people'

'There is a space for young Muslim people to meet'

'By working in partnership , providing space and staff'

'The best way to serve a community is to understand the issues and the community itself, EYST is an excellent source of information, advice and support'

'It provides opportunities for young people from all backgrounds to meet in a less formal way, I believe this will develop a young person's understanding of other cultures in a more meaningful way, as opposed to being made to tolerate each other, like in school'

'It enhances the experience of young people and promotes diversity and unity, this can have pitfalls but they have avoided them'

EYST workers online survey

Yes	4
No	0

'Definitely, I don't think any other organisation youth drop in centres are open as much as we are. I think we can offer specialised services in a down to earth approach. We have contacts such as the homework help club through volunteers which I haven't seen before. We work in partnership with anyone who can benefit young people, we are often the link to young people accessing other services'

'It provides a central location accessible for all groups the costs are minimal, making it easier for groups to use the space. We have workers who are happy to assist other groups and work alongside them or provide additional support if necessary'

What other activities could EYST provide that would engage and support young people and/or other sections of the community?

Young people focus groups and paper survey

Food

- More custard creams
- Candy floss machine
- Wotsits

Activities

- Graffiti workshop
- Origami workshop
- Xmas trip
- Trips out of Swansea
- Getting out and about
- Go to Cardiff
- Training that could be useful when we start work – first aid and health and safety
- Study support
- Sport – swimming and badminton trips
- Mobile phone lessons – how to use them (Ladies group)
- Pool and table tennis tournaments around Swansea
- Camping
- More trips
- Football
- Basketball tournament
- Charity runs
- A 3hr boys drop in on a Saturday

Facilities

- A bigger kitchen so we could do cooking
- Music room
- Reading room
- Cinema room / projector
- Book corner

Equipment

- A piano
- Use of the drum set (girls group)
- More computers
- Trampoline
- Bouncy castle

Partner agencies online survey

'Keep up the good work, pressure will continue to persuade young people to point the finger not open the hand in greeting, so the work must continue'

'You need to ask the young people and respond positively to their requests'

'Possibly more outdoor space for activities'

'A better kitchen would enhance the project significantly'

'I would suggest partnership working with other BME organisations such as Swansea Bay Racial Equality Council, Welsh Refugee Council and Displaced People In Action'

'Partnership working with small project work going out into the community'

EYST workers online survey

'I think we are working to our limit at the moment and could only offer more if we had more staff, more office space and another property to use as a drop in'

'More staff and more premises'

'MySpace offers something special that others don't in Swansea'

'Maybe compact meetings, community meetings with local councillors'

Is there anything else you would like to tell us about EYST?

Young people paper survey

'They are very fun and supportive, Everybody likes you for who you are'

Partner agencies online survey

'Working in partnership is key, EYST needs to focus more on young peoples needs rather than delivering services to all. The danger in providing universal services is the organisation becomes 'jack of all trades' but expert in nothing and I would strongly recommend that EYST stick to its branding and mainly focus on issues affecting young people'

'EYST has successfully worked with our organisation in partnership over the past 3 years engaging people from Swansea, Carmarthenshire and Pembrokeshire from a variety of backgrounds and cultures. Working with a diverse range of young people on film, arts and cultural exchange projects is important to community cohesion and breaking down prejudices and stereotypes. Long may this kind of work continue!'

'Please carry on doing the valuable work you are already doing'

'Anything I can do to support I will'

Ladies group

'Our worker is wonderful'

'Everyone is welcome here'

'Our group has grown and grown'

'We learn lots of important things together'

EYST workers online survey

'I have worked and been involved in other organisations of Swansea and youth work but in my experience EYST is the best in Swansea. We are the best for working in schools, we have the best centre, we are open more than anyone, we have more full time youth workers than any other individual centre, we can offer a range of support.'

'EYST is providing a valuable service to Swansea on the whole, benefiting the community as well as other organisations in Swansea by supporting them.'

Conclusions

12. Overall MySpace is a very positive and very well received project, the vast majority of the feedback received from users, staff and partner agencies has been glowing.
13. Staff, volunteers and the supportive, friendly atmosphere that they create are mentioned in almost every section of this evaluation, they are clearly a highly significant part of ensuring that the project is successful and able to make a significant difference to the young people and wider community it serves.
14. Most activities have reasonable levels of crossover with individuals or their family members attending more than one activity. This is different with Mix'tup where only 2 participants attended any other activities and then do so as volunteers.
15. All projects were rated as highly accessibility by the participants who attended them and the partner agency staff who referred young people to them. Although partner agency staff tended not to be aware how accessible activities they had not directly referred a young person to were. Staff noted that practical and financial constraints impacted on accessibility for example the drop in is only open for specific groups on specific days and the bus can only serve one school per day.
16. The most frequently suggested method of making the activities more accessible was to advertise more, all groups consulted recognised that there was scope for more young people to benefit from MySpace and felt that further promotion would help this happen
17. All young people and EYST staff were very clear that the project had made a substantial difference to the young people, there was a good spread across the skills areas with no one standing out. Partner agency staff were less clear about identifying the difference that has been made but some were able to identify examples.
18. The vast majority, 73 of the 87 individuals consulted reported that MySpace significantly impacted on cross cultural understanding and perception of ethnic minority young people. Only 1 said that they thought it did not and 13 said that they did not know.
19. Lack of awareness of services was frequently highlighted as a reason young people may not access all the support that they could from EYST. A range of other reason relating to confidence and awareness of confidentiality as well as social or familial acceptability of asking for help were also discussed.
20. There was a range of opinions about sufficiency of training expressed. Many young people thought that there was enough training or explained that they did not want to undertake training as part of MySpace. Volunteers highlighted that there was no formal training for volunteers and some suggestions were made for training that could take place.
21. 75 of the MySpace users, partner agencies and staff felt that the project offered

enough to different sections of the community 2 thought that it did not but did not make further comments to clarify this and 10 did not respond to this question.

22. The girls group and the young people consulted via the paper surveys were unsure about the value that MySpace offered to other organisations but all other groups were clear that it enhanced other provision.

23. Whilst massively valuing what is currently on offer all groups had a range of suggestions to enhance and develop what MySpace and EYST can do.

Recommendations

11. MySpace should strive to continue the high standard it has established.
12. Staff and volunteers are crucial to the success of the project and the EYST should ensure that they are valued and invested in. Particularly formal training and induction for volunteers should be considered.
13. Sharing of information within the project and with partner agencies could be improved. Some participants in this evaluation were very involved with one specific group either as a participant or referrer but remained relatively unaware of the opportunities and successes of other areas of the project.
14. Partner agencies were frequently unaware of the skills gained by the young people, this information should be gathered and shared, especially if a partner agency has specifically refereed a young person, with that young person's permission they should be informed of the opportunities and skills they have gained.
15. The young people who attend Mix'tup do so because of the accessibility of the project, these young people should be encouraged to attend other drop in sessions. Mix'tup is currently the group with least crossover to other activities. As the building is so accessible and the staff and volunteers so equipped to offer support they are likely to find that other drop in sessions will also meet their needs.
16. Development of further transport provision should be considered, for example an exploration of whether there are alternatives to the mini bus going to one school per day such as another pick up point or two trips or seeking funding to refunded travel costs.
17. The list of additional activities suggested by young people should be considered, anything that can be put in place should be.
18. Consider using the girls drop in sessions to give advice and information about women's health, noting that they specifically requested that this was not as a workshop. Displays of health information or health / well being workers available for general or one to one discussions could work well.
19. Collect, record and share comments from partner agencies on a regular basis to

illustrate how MySpace enhances the service they offer and publicise this within the project and also externally. For example when schools receive a PSE lesson ask them to evaluate the impact they believe it has had on the pupils, this could be short survey.

20. Ensure that there is clarity around the support services that are available, providing guidance for young people or families with concerns about cultural issues around accepting or asking for support, make sure that young people are aware of the level of confidentiality available.
21. Advertise and promote the project more, all groups recognised that more people could benefit from the activities provided by MySpace. Use the young people's ideas and invite them to help promote the project and involve more people.