



OUTREACH SATISFACTION REPORT DEC 2009

185 young people who were currently or very recently receiving an outreach service were posted a survey together with an invitation to complete it which entitled them to enter into a draw for a voucher from a shop for £40. The survey was compiled with the help of the Youth Advisory Board.

17 young people responded which although seems small is actually 7.9% which is above the average of 3 – 5 % returned. The respondents were young people who were with different outreach workers giving an indication of the whole service.

A young parent won the survey and duly received an Iceland voucher at her request.

One survey was returned with the words 'please do not send me any more of these' written across it, but no name or address was recorded on it.

There were 17 questions on the survey (appendix 1) and an opportunity to score between 1 and 5 or circle 'not applicable' and also write a comment. There was also a final question about the helpfulness, professionalism and friendliness of Shypp staff.

The vast majority of respondents gave scores of 4 to 5 on each question. There was the odd 3 response on questions such as 'has Shypp helped you to improve your self esteem?' but there were no scores or comments that needed to be followed up and action taken.

100% of respondents said they would recommend Shypp to someone else.

100% scored Shypp staff as excellent

75% scored staff as 'excellent' for helpfulness, the remainder ticked 'good'

75% scored staff as 'excellent' for professionalism, the remainder ticked 'good'

Looking at the respondents who scored lower for helpfulness and professionalism (they were the same people), it could be that the young people were not as positive as they have not got what they want ie a new house. This will be discussed at the next Outreach meeting but it is also pleasing to note that there were no 'ok' or 'bad' scores.

There were many positive comments and a selection follows:

Shypp is the best youth helping team.

I really enjoy the training.

I had lots of help with bills and getting into a new routine.

Without Shypp I would be lost.

They helped me get into college.

Shypp told me my opinions matter. They helped me look at the future not my past.

I have made a new fresh start in life 😊

Shypp are brilliant 😊

I think my self esteem has gone up – thank you so much

Shypp has been very important to my life

The training helped me a lot

My Shypp worker is great

They have always been there and listened.

I am much more positive now. Thank you

I know there is people out there that actually care and really help us out.