

STREETGAMES

VOLUNTEER ACTION RESEARCH PROJECT

2020



Introduction

The Sport England Volunteer Action Research Project aimed to increase the number and diversity of people who take part in volunteering or social action through sport with a specific focus on young females and young people from BAME communities, two groups historically underrepresented when it comes to volunteering, particularly in disadvantaged communities. With a focus on learning, the project aimed to understand more closely what it is that encourages young people in these target groups to initially take part in volunteering and what it is that motivates them to keep on coming back. The project planned to also delve into what the impact of the sustained volunteering involvement had been at both an individual and community level, this element was made more difficult due to Covid-19 however.

After becoming involved in the project, StreetGames identified and recruited Locally Trusted Organisations (LTOs) in six cluster areas to deliver an action research project across two years; in which each cluster has focussed on successfully engaging young people from lower socio-economic groups (LSEG) in volunteering opportunities. The six clusters areas focussed on the recruitment and retention of volunteers:

- Southwark & Lambeth: BAME volunteers from mixed gender Doorstep Sport activities.
- Wigan & Brent: Female volunteers from female only Doorstep Sport activity sessions
- Leicester & Newcastle: Female (and male) volunteers from mixed gender activity Doorstep Sport activities

With the second year of the project now coming to an end, this report follows on from the Year One report and will share what has taken place in 2020, with a selection of case studies as well as key findings in relation to the themes mentioned above from across the six cluster areas. Needless to say, progress against these outcomes was hampered substantially by Covid-19 and in line with the wider StreetGames response to the pandemic, the focus moved to supporting the staff and young people at the LTOs to navigate this period and the huge challenges which have emerged.

The feedback throughout this report has been captured through interviews with project leaders.

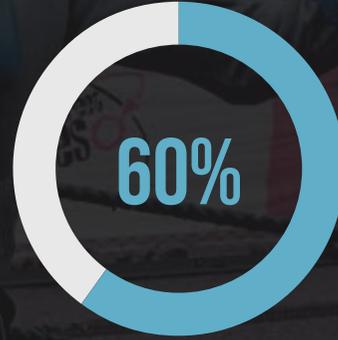


VOLUNTEER NUMBERS & PROFILE

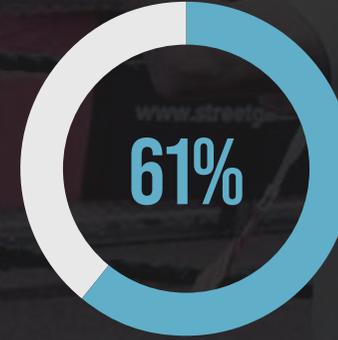


138

New volunteers recruited
(Programme total)



FEMALE



BAME

SUCCESSSES

- **80 new volunteers** recruited and retained this year despite lockdown restrictions, of which over 50% were female and 99% BAME in London cluster areas. The original target of 120 new volunteers over the course of the programme has been surpassed with 138 new volunteers in total (50 year one - 83 year two).
- **“More than sport”** – volunteers got involved with a range of different opportunities through covid-19, including emergency food and care package distribution, delivering online sessions such as quizzes, creating social media content, and peer messaging about the importance of staying safe, in addition to online (and face-face when permitted) physical activity.

CHALLENGES

- **Capacity:** Government guidance meant sessions were significantly reduced, with capacity numbers including participants and staff, which meant fewer opportunities to involve volunteers. In some cases, sessions were reduced to 25% due to isolation bubbles, equivalent to those in schools. To compound this, venue closures (including schools and leisure centres) meant some sessions weren't able to happen at all, so there was even less to offer young people.
- **Furlough:** Due to the reduction in delivery capacity, locally trusted organisations (LTOs) took advantage of the furlough scheme to support the longer-term sustainability of the LTO, and concentrate staff in functions that needed it most, including being redeployed for emergency response. As a result, staff in Newcastle lost touch with some of their volunteers, and in Wigan, no activity has been possible since the start of lockdown in March.
- **Training opportunities reduced:** The opportunity for face-face training delivery was reduced because of the ever-changing guidance and additional risks associated and with this style of delivery, so only a limited number of courses were made available to young volunteers online and hyper-local training was only offered in Newcastle. LTOs managed to offer alternative training through in-house tutors or with other local partners.
- **BAME community more at risk:** As it was widely reported, the risk of coronavirus death is higher for BAME people and those living in poverty, which caused greater concern amongst some of the young people and their families in the communities we serve, which meant fewer felt comfortable in leaving their homes and getting involved.
- **Data collection:** The collection of baseline and follow-up surveys from volunteers/LTOs was 'paused' due to Covid-19, as we feel it was inappropriate to ask for paper surveys to be circulated and/or to ask for completion during an already challenging time, so the data and insight provided for the year is based on discussions with project leaders undertaken in December 2020.



KEY THEMES

To gather feedback, we spoke on the phone to five project leaders across the regions about their experiences and learning from the year, which are summarised below. There were some key themes across all demographics, which again highlighted the importance of our FABS (Fun, Altruism, Belonging, Self-development) approach to engaging and retaining young people in volunteering, and potentially even more so in the current climate.

Their feedback highlighted that:

- **Volunteering was 'something to do'** – young people, even more than before, were really keen to turn up and volunteer because it was somewhere safe to go and something positive to do with their peers. Growing up in areas of deprivation, some young people have difficult home environments, so volunteering offered them a safe place to escape, positive peers to socialise with and an opportunity to get their voices heard.
- **Young people wanted to feel part of something** – through volunteering, young people felt part of the community and felt pride to be associated with their LTO. It was apparent that volunteers were able to shape and influence their volunteering experience more than in the past, and this meant for greater retention of not just volunteers but also the participants. By involving the young people more, trusting them and giving them a voice, young people felt a greater sense of belonging and ownership over the LTO and their lives.
- **Volunteering is all about enjoyment** – young people wanted to spend time with other people, have a laugh, and feel good in their own skin, whilst being challenged and mirroring other people's enjoyment (feeling good in doing good!).
- **Young people felt valued and supported** – the variety of different volunteer roles provided great opportunities for personal development and routes into employment. In such an uncertain climate, and with many young people becoming NEET, young people saw volunteering as a positive pathway into employment, with opportunities to develop skills and attributes, with the added bonus of receiving support from peers and staff in LTO's to be more employable.
- **Important to listen to youth voice** – Young people were the only ones able to vocalise what their peers were experiencing and how they were feeling, whether it was isolation, a lack of structure and direction, or a tendency to flout the rules. LTOs responded to feedback from the young volunteers to ensure the offer for participation and volunteering was right for them, to get the best outcomes and to keep them safe.

The feedback also highlighted some interesting learnings from the different demographics:

FEMALES

- **Girls like to be asked/invited to volunteer:** Whether referred by friends or personal connections, it has been clear across all areas that asking girls to get involved is the best way to recruit. Having the security of a friend was found to be helpful - particularly for those who perhaps lacked confidence, fear judgment or didn't have other positive female role models to follow.
- **Youth-led element:** Girls involved in the project said that they like to have a say and will be more committed and invested when they are listened to and given the support and skills to volunteer, whilst many of the boys are happy to just turn up to play sport
- **Volunteer only session:** The volunteer-only session combines the two learning points: it provides the female volunteers with a safe environment to get to meet other volunteers and gain some confidence in relaxed, youth-led session. This supports the findings from year one of the research project, where female volunteers preferred theory-based training because it gave them more confidence in their ability to volunteer.

BAME

- **Right people:** Feedback highlighted the importance for staff and participants to be representative of the local community, and the potential volunteers: "someone like me".
- **Paid work/experience opportunities visible:** Many of the BAME young people on this pilot shared that they were more likely to volunteer if there was a clear pathway from participant to paid staff opportunities (even if it's not all of the time).
- **The opportunity to play sport remains a good motivator** for BAME males involved in the project and free food was seen by many as a key motivation.
- **A vibrant and varied offer** empowers BAME young people to volunteer in a way that suits them and is likely to keep them engaged

SOUTHWARK - BURGESS SPORTS

BAME volunteers from mixed gender Doorstep Sport activities

Volunteering offer:

Young volunteers usually engage in the after-school clubs and holiday camps provided by Burgess Sport, however, throughout lockdown, the volunteers came up with different ways to offer their support. Young volunteers got involved in creating fitness videos, weekly challenges and organising quiz nights for their peers. A couple of the more experienced volunteers joined the staff and adult volunteers in their food and care package efforts, which delivered over 6,000 hot meals and 700 family activity packs. During the summer, a limited number of 15 volunteers were able to support the delivery of the summer camps. Roles included: registration, leading and supporting activity sessions, food prep and logistical support. In October half term, capacity was significantly reduced, so 6 young people were selected based on their commitment to volunteering, to receive bespoke development support, and prepared to deliver sessions. This has resulted in better equipped, more committed and more confident volunteers.

Recruitment of volunteers:

80% volunteers are past participants, with an additional 20% made up of invites or referrals from friends and younger siblings. 100% of the volunteers are BAME, reflective of the multi-cultural community in which they are based.

It was reflected that volunteering was something for the young people to do – especially after lockdown, young people were keen to do something productive and with their friends.

Motivations for volunteering:

At Burgess Sports, there is now an established pathway from participants to volunteers and paid roles, which encourages young people to want to get involved. It is thought that the visible pathway and a young, relatable workforce attracts and retains the volunteers. The entirely BAME staff team have built a strong rapport with the young people over the years and are seen as role models – someone like them.

Young people wanted and needed something to do this year, even more than “normal”. Young people were really keen to turn up and volunteer. The fun and friendly environment at Burgess Sports creates a safe place for young people and the “family feel” provides a sense of belonging and community.

It was remarked that there was a mixture of sport and non-sporty young volunteers, and that they were not necessarily motivated by playing or delivering sport, but “Unintentionally they just enjoy being there, wanted to give back and feel that sense of community.”

Retention of volunteers:

Thanks to the partnership with the local sports and community clubs in Burgess Park, and current workforce having been “one of them”, the volunteers can see progression and opportunities. By working with StreetGames and Access Sports, volunteers have gained qualifications through training and in previous years, access to: youth conferences, training, residentials and money can't buy opportunities including trips to the Wimbledon championships. Volunteers are rewarded fairly for giving up their time and making a difference; after each camp, there is a ceremony to recognise their hard work and they are given certificates, vouchers and the highly-sought after ambassador kit.

Young volunteer case studies:

“Alice has been a participant at camps for a couple of years. She was very shy and needed to be approached to become a volunteer because she didn't have the confidence to put herself forward, but staff saw potential in her as a peer leader. She is well-liked by her peers and always brought a positive mind-set to all activities. At first, she was reluctant to volunteer, however the coaches and other ambassadors supported and challenged her to deliver an activity by the end of the week; she was transformed. Her confidence grew and somehow she seemed taller and her shoulders broader, especially when the young people loved the obstacle course challenge she set. It is very unlikely Alice would have made this level of personal development so quickly had she not have become involved in this project as a volunteer.”

“Moshood has been with us since he was a little rugby tiger aged 9 and then joined our multi-sport camp, and this year became an ambassador. He is an amazing young volunteer, very committed and reliable. He was the most active one during the lockdown, not just taking part in the online programmes, but also encouraging others to do so. He is always helping us in the holiday camp and especially in this summer he was a key helper being one of the most experienced and great role model for our young participants. At first he struggled with session delivery, but practiced and practiced and watched other coaches and he is now smashing his delivery. His commitment and hard work earned him a nomination for BBC Young Unsung Hero Award.”

LAMBETH - CEF LYNCX

BAME volunteers from mixed gender Doorstep Sport activities

Volunteering offer:

Young people in Lambeth have been provided with a wide variety of opportunities to volunteer with CEF Lyncx and their partners, including: a training programme, holiday programme support and delivery, supporting one-to-one education delivery, creating social media content and peer messaging, supporting the SEN group, and delivering online sessions.

Following demand for self-development after several months out of school or employment, a Youth Ambassador training programme was attended by 25 young people who came up with solutions to local/young person issues which led to doing a youth action pitch. Topics involved youth mental health, unemployment, single young mothers, having a safe private space to go to and learning coordinated activities.

A different offer was set-up with a local housing estate, supporting the School Holiday Active Recreation Enterprise Development (SHARED) programme, where volunteers supported their peers with baking, photography and videography projects.

Recruitment of volunteers:

Young people were recruited from their existing participants and referrals through friends, housing association and other local partners.

Motivations for volunteering:

Project Leader feedback has highlighted that many of the young people wanted to get involved because they saw a route into paid work; young people recognised that previous volunteers were becoming part of the paid workforce, and seeing others doing it, made them want to get involved. As a result, it was trialled with the holiday programme. Young volunteers were paid for an excursion day on Fridays, following a week of volunteering. The opportunity to earn extra money meant that they were feeling more motivated to volunteer their time again. Interestingly, it became apparent that motivation for money was more in girls than boys – the boys primarily were motivated by the opportunity to play some sport (and free food!).

The opportunity to develop life skills as an individual provided the initial carrot to get young people volunteering, even more so as a result of Covid-19, where young people lost employment or their education came to a premature end and because the future held uncertainty. Young people jumped at the chance to attend training courses, including a youth work training programme, and paediatric first aid. Two volunteers completed a project management course to support their development and transition from volunteers to now paid staff as holiday programme and volunteer co-ordinators.

Covid-19 brought change and uncertainty, plus plenty of finger-pointing at young people for not adhering to the rules or taking the situation seriously. Volunteering and its opportunities, brought young people together as group; an opportunity to belong and be part of something and address some of their own issues.

Retention of volunteers:

Young people were committed to the end-goal, and were urged by their peers to go through volunteering to get there. The motivation for paid work, quality work experience and self-development opportunities kept them engaged throughout.

Volunteering provided young people with a voice and an opportunity to pursue or lead on their own passions (not just sport). It was recognised by the young people that the more they engaged, the more they were able to influence sessions and topics, which kept things relevant for their peers, but also improved activities and sessions because of their enjoyment and passion in leading them.

It was remarked that young people “are not going anywhere - they’re sticking around”, so having positive activities and opportunities available to them means they are more likely to stay involved.

BRENT – SPORT AT THE HEART

Female volunteers from female only Doorstep Sport activity sessions

Volunteering offer:

In direct response to Covid-19, volunteers stepped up immediately to help put together care packages to go out to 122 vulnerable families, including the delivery of over 5,000 meals. Volunteers also offered to stay in contact with some of the young people, checking in on them with weekly calls to monitor their overall wellbeing and mental health. The feedback from these calls also helped influence what online activities were organised, which they went on to organise and lead themselves.

Despite the limited number of people that were permitted on-site, quality and supported volunteer opportunities for young people were made available over the summer holidays. Young people were able to assist in all areas of delivery (workshops, coaching, crafts, etc) adding immense value to the programme as well as developing their own personal, life and work skills. Six young female volunteers were engaged over the summer, contributing over 60 hours to the community and became positive role-models to their peers and younger children.

Unfortunately, due to the nature of the circumstances, there was limited female-only activity for the girls to volunteer at, however at the request of the volunteers demonstrating a need for a safe space just for them, one week of the summer was dedicated to young women. Sessions were designed to develop and cultivate social connections with their peers and adults through activities such as team sports, yoga, health and wellbeing workshops, topical discussions, and creative activities.

Sport at the Heart also ran a Level 2 Qualification in Community Sports Leadership for 10 young people. The course gave young people the opportunity to learn and demonstrate leadership skills such as effective communication, organisation and responsibility, whilst learning to deliver physical activities and sports to all ages within their community. Each of the young people on the course have been offered regular volunteering at the youth club or with local partner organisations.

Recruitment of volunteers:

Six new female volunteers were referred by local Sport4Good partners or self-referred to participate in the Sports Leadership award. This was the entry point for their volunteer journey, with all of them engaging positively with the summer holiday activity.

Retention of volunteers:

Given the situation, with restricted capacity and opportunities, the young female volunteers were made to feel special and part of something exclusive. This meant that they received more bespoke and one-to-one support from the staff, they were trusted with more responsibility and they showed huge amounts of dedication and commitment to the cause.

Over the four week programme, the girls grew in confidence and developed their skills, preparing them for a return to education and continuing to volunteer at weekly sessions. When reflecting back, it was important for them to recognise the changes others saw in them, and the dual benefit of volunteering. They recognised it as a chance for them to have their voices heard and to feel like they have brought something to that table. Two of the young volunteers showed great leadership ability and constant care to support and motivate those around them. They were rewarded with Jack Petchey Foundation awards which gave them the opportunity to spend £250 on a reward trip, plus some volunteer kit and equipment for their organisation.

WIGAN - INSPIRING HEALTHY LIFESTYLES

Unfortunately no new volunteering activity was possible due to the lead staff member being placed on furlough from the first lockdown in March, and remains so until April 2021. We spoke to one of the managers who explained that all remaining staff were redeployed to support emergency response. Whilst it is thought that volunteering activity was still happening for the cohort from Year 1, it was not possible to speak to anyone to collect any data or information.

LEICESTER - ER DANCE

Female (and male) volunteers from mixed gender activity Doorstep Sport activities

Volunteering offer:

Lockdown meant a switch to online delivery, which resulted in keeping just a small group of young leaders involved as much as possible; they delivered online dance and activity sessions plus hosted quizzes and other social activities.

A couple of the young female volunteers did an online mentoring course with StreetGames, which developed their skills and confidence to set-up an online group, checking in on their peers' wellbeing and using it as a youth voice forum for ideas of activities they would like to see. This group was particularly important for the "return to play" strategy, where young people were able to share their concerns, motivations (or lack thereof) and struggles with getting back into routine and back into groups.

The success of this group has meant that the LTO is looking for funding to support a specific mental health group, which will be led by the young volunteers to provide a safe space for young people to talk together and perhaps also offer one-to-one peer support.

Recruitment of volunteers:

The young female volunteers were all existing participants that were identified by the lead coaches, and personally asked if they would be happy to help out. They were selected for a variety of reasons, ranging from leadership qualities to showing disruptive behaviour, but with the knowledge that the right support there would be a dual benefit to volunteering.

Young volunteer case studies:

"Throughout lockdown Alex has been creating the videos and social media online content for the project. She would create and edit dance routine videos on her own and with the other volunteers and produced some really creative content for the Facebook and Instagram pages. It has made her think about her future, and helped her to decide to study social media, theatre, and film production at college. She took everything in her stride over the lockdown and soaked it all in, taking on feedback and learning from others. She's had a massive change in confidence – she used to be the shy one, but she's found her feet and place in the group."

"Since completing the mentoring training, Chloe's confidence in talking with her peers and other young people has improved massively. She has matured beyond her years and has relished the trust given to her and the responsibility she carries for taking ownership and making a success of an idea she came up with, but also doing her best in supporting her peers. She is a real asset to the team now and is a peer leader in the truest sense."

NEWCASTLE – HAT-TRICK

Female (and male) volunteers from mixed gender activity Doorstep Sport activities

Volunteering offer:

Covid-19 resulted in most staff being put on furlough for the entirety of lockdown, meaning there was no staff to maintain relationships with volunteers, or offer them online connectivity. However, once Covid-19 restrictions eased, a new volunteer-only session was created to allow young volunteers the chance to socialise with and learn from other volunteers in a relaxed session. The weekly session was entirely youth-led, whereby the young volunteers owned the sessions by proposing ideas for what they wanted to do each week. This involved a mix of playing sports/games led by their peers, with an opportunity to share ideas and work with different people (including buddying newer faces with more experienced volunteers) in a fun, safe space to harness learning. There was also time for discussing current affairs topics of conversation, given there was so much going on at the time and the young people felt it was a good opportunity to share their thoughts, experiences and feelings.

The opportunity to meet others face to face was really valuable; it was the first time some volunteers had met or got together, and also for staff to get to build relationships. It has resulted in staff and volunteers feeling more comfortable in attending different or additional sessions in the future.

A small number of volunteers supported the summer holiday programme delivery, which was a combination of online and face-face sessions restricted to small groups. The volunteers added capacity to a staff team, which meant more young people were active and had a healthy meal during the holidays. Volunteers also supported the packing and delivery of activity packs and food packages to vulnerable families in their local area.

In a bid to kick-start things again in the academic year, a number of training courses were delivered during October half term to prepare volunteers for face-face delivery again.

Recruitment of volunteers:

The volunteers involved were a combination of some committed females from last year's cohort, plus new recruits through referrals; these were friends of friends (volunteers) or young people that staff had identified through session delivery or personal connections.

Retention of volunteers:

One of the main things that was arranged, was for all volunteers to be kitted out in matching volunteer tops and hoodies, which provided a huge sense of belonging.

The introduction of a session for the volunteers, run by the volunteers has meant that the young people have remained engaged and the sense of ownership over the session has increased their levels of commitment. The social aspect of this has been key, with new friendships being formed and with the delivery practice, the volunteers have learnt from each other and ultimately developed their skills. The girls have recognised that they have different delivery styles to boys, however their sessions can be just as fun and engaging; this has given them a huge boost in confidence and made them more eager to learn.

A year-long plan for 2020-21 has helped to provide young people with a vision for their volunteering journey, keeping them engaged because they know what comes next. Plans were afoot for community sessions to be starting back up, with volunteers back out supporting and delivering, with more training courses made available in the holidays. There is hope then, that the 6-9 months of training and experience will stand them in good stead for summer employment, either directly delivering as coaches, or with the transferable skills that are key in any workplace.

STREETGAMES COVID-19 RESPONSE

In order to respond to the significantly changed environment and support LTOs and the young people they work with, we quickly adjusted the focus of our work. StreetGames developed a framework to guide our work which spanned five core aspects: listening, assisting with sourcing funding/ fundraising, providing training and support to staff and volunteers, sharing ideas and approaches and undertaking advocacy on behalf of the network. In relation to young volunteers this support included:

Staying connected: Despite the challenges of Covid-19, StreetGames remained connected to young volunteers through WhatsApp groups, one-to-one phone calls and online catch-ups. One young person said that we were “the first person to call and check-in... it’s nice to know you care which makes a real difference”.

Listening to Young People: StreetGames also undertook research with nearly 200 young people comprising: participants, volunteers, young advisors and former volunteers during April and May. The research focused on giving young people a voice during the pandemic, to learn the different ways the situation may be affecting them. These findings have also been collated and shared into a short infographic report and shared with LTOs, partners and stakeholders. The report highlighted a number of key issues being faced by some young people including:

- Challenging home conditions – including financial hardship, digital exclusion and limited access to private space
- Disrupted routines, a lack of structure and boredom
- Missing friends, feeling lonely and isolated
- Lower levels of physical activity/exercise and missing being able to take part in sport.



TRAINING AND SUPPORTING YOUNG PEOPLE

216 young volunteers aged 16-21 participated in StreetGames Training Academy online courses, including: 11 cohorts of young volunteers who completed a Level 1 Delivering Community Activities to Youth at Risk; and a cohort of 10 young refugees in Newham who completed an accredited Level 2 Certificate in Coaching Multi Skills Development. One participant said “This experience has been a revelation; I was able to learn new things and challenge my own understanding of society and barriers young people face. I really enjoyed the discussions and activities (especially during lockdown when I had limited contact with other young volunteers). I’d highly recommend any young volunteers to participate as this has been such a great learning experience”.

Beyond the six SEARP volunteer projects, there were many opportunities for young people to get involved with additional volunteering opportunities through lockdown, which has broadened their horizons and given them a sense of belonging. Young people were involved in producing social media content, designing our Activity Cards which were distributed to 1,000s of families across the country, testing and shaping training with Facebook and Parent Zone and share an online round table discussion with Adrian Chiles as part of the Chiles Webster Batson Commission.

In Yorkshire a #NextGen (new youth leadership programme) group of young volunteers supported the return to play by creating and promoting a series of short videos which provided coaches, leaders (and parents) with ideas for fun socially distanced activities.

Young volunteers have also been actively helping their LTOs and communities in a variety of ways during the pandemic. Some helped local families with food deliveries and the borrowing of sports equipment, others assisted on specific community and social action projects.

For example, in London, one LTO (BADU Sports) recruited over 65 volunteers of which 70% were young people ages 14 – 21 years old, predominantly from African and Caribbean heritage group (71%). Young volunteers helped support their community through: packing and delivering weekly food baskets to over 2,000 individuals (including culturally specific items, activity packs and physical activity equipment for home use); answering a support line for their peers and delivering 14 weeks of online physical activity, engaging over 1040 participants. Showcasing how successful LTOs across the country have been adapting this year to support the needs of the young people they work with and also the communities in which they serve, young volunteers have been an irreplaceable asset in this effort.

LOOKING FORWARD – CONTINUING OUR SUPPORT

Youth Empowerment at heart of new strategy and business planning: We are in the process of developing our new strategy and business plan and young people are at the heart of this. Our vision is for Doorstep Sport to empower young people to have confidence in their abilities to define their own future and make positive contributions to their community. We are looking to achieve this by embedding good practice within StreetGames and LTOs, collaborating with other organisations and providing young people with more opportunities to inform decisions that affect them and unlocks their potential. As part of this process, we will map the journey of a young participant to employment through empowerment, leadership and social action. Young people are being consulted and involved in the strategy to ensure it reflects their priorities and to hold us to account.

Youth Voice - Listening/ Training & Supporting staff: Many clusters and LTOs have told us that they would like to do more youth voice work so we are in the process of mapping how we can take our network on a journey where youth voice is embedded in their practice with a pathway which spans into employment opportunities. We envisage the majority of this support being in the form of training and DSA/expert staff time as part of their role (capacity allowing). We have an excellent suite of training of which some is set to be updated in the coming months, especially adaptable for online delivery, plus responding to a need for additional workshops, especially for young people. We are also developing a Youth Voice toolkit to compliment this work, which will equip LTOs and young people with the tools to ask, listen and act.

Advocate for the importance of young people's voices to be heard and support others to do the same: We know there is currently excellent youth voice work happening across the network, so we are aiming to bring more of this to life, to promote this type of work and share good practice, especially across regions. We are exploring new and different methods of collecting this information and data, including: podcasts and online video interviews. We have also been working in partnership with a number of national organisations such as Facebook and Stonewall, actively involving young people at each stage to ensure the offer is right for young people and to give them a platform to share their views and ideas.

