WALES

NETWORK SURVEY

2019
INTRODUCTION

In September 2019 StreetGames surveyed organisations within the network in Wales to gather feedback across the following key areas:

1. Satisfaction and relationship with StreetGames
2. Priorities and challenges
3. StreetGames services and support – and the difference this support has made
4. Scale and reach.

An on-line survey was created and sent out directly to organisations in the StreetGames Wales network via email. The survey was open for three weeks, with reminder emails, informal phone calls and social media posts being used to encourage organisations to respond. In total, 100 completed responses were received during the survey period.

This paper provides a summary of the key findings.

SURVEY RESPONDENTS

In total 82 organisations within the StreetGames Wales network responded – spanning 18 Local Authority areas, which broadly reflects the spread of organisations in the network in total.

Respondents by Region

<table>
<thead>
<tr>
<th>Area</th>
<th>Respondents</th>
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</thead>
<tbody>
<tr>
<td>Wales Wide</td>
<td>18%</td>
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<tr>
<td>Cardiff</td>
<td>14%</td>
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<tr>
<td>Newport</td>
<td>12%</td>
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<tr>
<td>Merthyr Tydfil</td>
<td>10%</td>
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<tr>
<td>Bridgend</td>
<td>9%</td>
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<tr>
<td>Rhondda Cynon Tal</td>
<td>7%</td>
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<tr>
<td>Carmarthenshire</td>
<td>5%</td>
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<tr>
<td>Swansea</td>
<td>5%</td>
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<tr>
<td>Brecon</td>
<td>5%</td>
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<tr>
<td>Neath Port Talbot</td>
<td>4%</td>
</tr>
<tr>
<td>Torfaen</td>
<td>3%</td>
</tr>
<tr>
<td>Neath Port Talbot</td>
<td>3%</td>
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<tr>
<td>Pembrokeshire</td>
<td>3%</td>
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<tr>
<td>Powys</td>
<td>3%</td>
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<tr>
<td>Gwynedd</td>
<td>2%</td>
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<tr>
<td>Anglesey</td>
<td>2%</td>
</tr>
<tr>
<td>Denbighshire</td>
<td>1%</td>
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<tr>
<td>Wrexham</td>
<td>1%</td>
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</table>

Nearly two thirds (62%) of responses were received from organisations that have been involved with StreetGames for two or more years – including 33% that have been involved for 5+ years. However, there were also responses from organisations that are relatively new to the network – with 25% of respondents having been involved for less than one year.

SATISFACTION & RELATIONSHIP WITH STREETGAMES

Levels of satisfaction with StreetGames are very high – 94% of respondents rated their experience of working with StreetGames as either very good/good and 93% stated that they would be likely to continue working with StreetGames in the future.

The majority of respondents were Project Managers (39%) and Project Co-ordinators (36%), with some additional responses from Directors (12%) and volunteers (5%). 8% of respondents selected the ‘Other’ category.

Respondents identified across 14 different types of organisation. The majority of respondents were from Sport Development (14%), Youth Service (14%), National Governing Bodies (13%) and Community Organisations (Non-Sport) (13%).
In addition, most organisations said that they would be likely to recommend StreetGames to other organisations or projects – see below.

This type of question can be used to provide a net promoter score (NPS) in which the scores of the ‘detractors’ (i.e. those scoring between 1-6) are subtracted from the ‘promoters’ (i.e. those scoring 9-10) to provide a NPS. The StreetGames Wales NPS is 54 which is deemed to be a very good score. By comparison sport/leisure organisations such as: Nike: 30 and Adidas: 28.

Likelihood of recommending StreetGames to other organisations
[1 = not at all likely / 10 = extremely likely]

Respondents were also asked their opinions, in relation to the helpfulness and competency of StreetGames staff. The responses received to this question were also very positive, with 95% rating staff good/very good for helpfulness and 93% rating staff good/very good for competency.

Helpfulness and Competency of StreetGames Staff

As in previous years, respondents were also asked additional questions to probe further around how they ‘feel’ about StreetGames in terms of aspects such as trust.

As the chart below shows - the responses are very positive with at least 83% of respondents agreeing/strongly agreeing to all of the statements posed.

In particular, it should be noted, that:

- 96% feel that StreetGames staff are approachable.
- 94% think StreetGames is useful
- 93% like working with StreetGames
- 91% of respondents said that they trust StreetGames
Respondents were asked to indicate the extent that StreetGames key priorities fit with their own organisation’s priorities for the next 12 months.

As the chart below shows, the aspects where the highest proportion of respondents state that the issue is a “high priority” for their own organisation are: “improving mental health and well-being,” “supporting young people living in poverty to be (more) physically active” and “supporting communities in areas of poverty to be (more) physically active.”

Some organisations also stated additional areas which were key priorities for their own organisation, which included: developing resilient communities, developing sustainable community provision and developing pathways to clubs.

Respondents were asked what the biggest challenges are that their organisation faces. As the chart below shows:

- Funding was by far the most common challenge, stated by 70% of respondents.

However, other challenges were also noted:

- Evidencing impact 45%
- Recruiting Staff 40%
- Partnership support 30%
- Accessing appropriate/affordable training for volunteers/staff 29%
Respondents were asked to indicate:

- Whether their organisation had accessed particular services/support provided by StreetGames over the past year
- How useful they found the opportunities
- What difference (if any) the support made to their organisation.

The information below summarises their responses to these questions.

**Collaborative working, networking & sharing learning with others**

Respondents were asked to indicate if they had accessed opportunities provided by StreetGames to work collaboratively, network and share learning with others. The results show that:

- 82% of respondents had accessed a StreetGames regional, local or cluster meeting
- 46% had been to the StreetGames Conference.
- 35% had been to an Us Girls Knowledge Exchange Event

With the majority of those that did so finding these opportunities useful:

**Usefulness of collaborative working opportunities**

<table>
<thead>
<tr>
<th>Network / Cluster Meetings</th>
<th>StreetGames Conference</th>
<th>Us Girls Knowledge Exchanges</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>34%</td>
<td>26%</td>
</tr>
<tr>
<td>61%</td>
<td>66%</td>
<td>52%</td>
</tr>
<tr>
<td>30%</td>
<td>34%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Respondents highlighted how these opportunities had impacted positively on their organisation – enabling them to work collaboratively, make new links and connections, network with different partners and provided them with new learning, conversations and insight – as illustrated through the selection of comments below.

- "It keeps us as an organisation connected to the wider StreetGames network. We are able to take learning from other areas, connect to others and build relationships to create a greater support network."
- "Conference – it emphasises the great work StreetGames do and how we on the front line can implement that work."
- "The sharing of good practice and the opportunity to develop new ways of working and innovations."
- "It gave us better insight, which in turn helped us focus our attention and try different strategies."
- "Communication is the difference - getting to know what others do in your area, so meeting the right people at these meetings is important."
- "These events enthuse staff to continue trying to break down hurdles in providing provision for young people."
- "Helped to further develop my network and useful to hear from a wide variety of groups."

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**Network / Cluster Meetings**

- Very Useful: 61%
- Quite Useful: 30%
- Not Sure: 16%
- Not Very Useful: 30%
- Not Useful at all: 30%

**StreetGames Conference**

- Very Useful: 66%
- Quite Useful: 34%
- Not Sure: 52%
- Not Very Useful: 34%
- Not Useful at all: 34%

**Us Girls Knowledge Exchanges**

- Very Useful: 52%
- Quite Useful: 26%
- Not Sure: 16%
- Not Very Useful: 26%
- Not Useful at all: 26%
Respondents were asked to indicate if they had accessed any training opportunities, DSA support or website information from StreetGames over the past year. The results show that:

- 57% of respondents had accessed a StreetGames Training Workshop
- 51% had received one-to-one support from a StreetGames DSA
- 40% had accessed information and advice from the StreetGames website.

As can be seen in the chart below – the majority of those that accessed this support found the opportunities very useful/useful.

Usefulness of Training, DSA Support & StreetGames Website Information

Respondents told us how useful it was to attend training that was bespoke and specifically met the needs of the group. Having face-to-face, tailored support – provided through one-to-one conversations with a DSA was shown to be important and useful. This support had helped up-skill and empower their workforce and volunteers -

As illustrated through the comments provided overleaf.

“Diversified our workforce, allowing them to deliver greater activities in the communities to suit a wider audience.”

“The training has helped our staff understand the importance of their role within the organisation.”

“Helped us with target setting, and introducing new activities into our club”

“Having 1-2-1 support from a DSA provides the opportunity to bounce ideas around, future planning, discuss difficulties etc.”

“The training workshops have up skilled staff and volunteers to enhance our community provision.”

“Training workshops are excellent - small groups discussing real life situations that are relevant to them. By having smaller groups, you are able to drill down into core issues and challenges staff are facing and work on solutions to those issues.”

“Case studies have been interesting to read on the Street Games website and have provided new ideas.”

“Since attending the workshop has raised standards and aspirations for staff - it provided insight into how impactful their work could be and how we are not quite as good as we think we are YET!”
Respondents were asked to indicate if they had received any advice or information to help their organisation to access new or additional funding – in terms of receiving funding directly from StreetGames and/or support to access external funding over the past year. The results show that:

- 49% of respondents had received funding directly from StreetGames to support on-the-ground delivery costs
- 28% of respondents had received support from StreetGames to submit an external funding bid
- 45% of respondents had received support from StreetGames signposting them to an external funding source funds.

As can be seen in the chart below – the majority of those that received funding or support to access funding from StreetGames found this support very useful/useful.

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Funding for the DSC allows the session to continue to thrive on a weekly basis. Without this funding, we would have to look elsewhere to allow the session to continue.

A grant from StreetGames has encouraged us and enabled a larger bid for a new Youth Club project.

It has created an awareness of national funding streams.

We received funding for Fit & Fed, which really was great assistance in being able to offer a holiday programme, which helped to not only alleviate boredom and isolation but also reduce potential hunger caused by family poverty. We are very grateful.

It has allowed us to look at a new project within the area to support youth who are often excluded from standard youth activities for personal reasons.
Respondents were asked to indicate if they had delivered any doorstep sport style initiatives or StreetGames led campaigns over the past 12 months.

The results show that:

- 40% of respondents had delivered doorstep sport or CLUB 1 sessions
- 34% had delivered Us Girls sessions
- 44% of respondents had delivered Fit & Fed sessions
- 36% of respondents had delivered doorstep sport sessions linked to community safety sessions
- 17% of respondents had delivered ParkLives with StreetGames sessions
- 11% of respondents had delivered SERVES, Chance to Shine (CTS) or StreetGolf sessions through StreetGames
- 2% of respondents had delivered Safe, Fit & Well (SFW), Social Prescribing (SP) or Let’s Get Physical (LGP) sessions
- 16% had delivered ‘other’ doorstep sport style sessions

As can be seen in the chart below – the majority of those that received funding or support to access funding from StreetGames found this support very effective/effective.
Respondents were asked to indicate if they had accessed any support provided by StreetGames over the past 12 months in relation to developing young volunteers. The results show that:

- 17% of respondents had accessed StreetGames training and resources for young volunteers
- 8% of respondents had accessed StreetGames training workshops for volunteer mentors
- 3% of respondents had accessed the StreetGames Young Volunteer Residential and Conference
- 1% of respondents had provided a full-time volunteer placement
- 16% or respondents had accessed the StreetGames/FAWT #TrustInUs female football project

As can be seen below – the majority of those that had accessed this support found it very useful/useful.

Usefulness of support to develop young volunteers and/or apprentices

- Training & resources for young volunteers: 69% Very Useful, 25% Quite Useful, 6% Not Sure, 0% Not Very Useful, 0% Not Useful at all
- Training for volunteer mentors: 80% Very Useful, 26% Quite Useful, 4% Not Sure, 0% Not Very Useful, 0% Not Useful at all
- Volunteer Residential / conference: 67% Very Useful, 33% Quite Useful, 6% Not Sure, 0% Not Very Useful, 0% Not Useful at all
- Accessed #TrustInUs Female Football project: 20% Very Useful, 80% Quite Useful, 0% Not Sure, 0% Not Very Useful, 0% Not Useful at all

Respondents told us how crucially important these opportunities are in helping to develop and support young people as volunteers and apprentices and in enhancing their knowledge, skills and confidence – as illustrated by the comments below:

- "Young volunteers were able to access accredited training which was excellent."
- "The bespoke female intervention provided a great learning platform."
- "Great support with our Volunteer training programme."
- "Volunteers learned new games to play with the children."
- "Resources from Street Games for Young Volunteers are extremely useful to us within our Community Provision."
Respondents were asked to indicate if they had accessed any support from StreetGames over the past 12 months to help evidence impact.

The results show that:

- 8% of respondents had used the Views on-line monitoring portal via a StreetGames account
- 32% of respondents had undertaken participant surveys using StreetGames questionnaires
- 19% of respondents had submitted data related to their Doorstep sport provision via an online Snap Survey
- 30% of respondents had developed a case study or similar to showcase their work with support from StreetGames.

As can be seen below – the majority of those that had accessed M&E support from StreetGames found it useful.

Usefulness of support to evidence impact

<table>
<thead>
<tr>
<th>Views Monitoring</th>
<th>Participant Surveys</th>
<th>Case Studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Useful</td>
<td>57%</td>
<td>29%</td>
</tr>
<tr>
<td>Quite Useful</td>
<td>14%</td>
<td>24%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>29%</td>
<td>16%</td>
</tr>
<tr>
<td>Not Very Useful</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Not Useful at all</td>
<td>6%</td>
<td>67%</td>
</tr>
</tbody>
</table>

Respondents told us how the support they’d received was helping them to consult locally, improve their services and share/demonstrate their impact more widely – as illustrated via the comments below:

- "This helps to develop our delivery and to illuminate our practice, which shares good practice."
- "Enables the organisation to consider our impact and what difference we make to our members."
- "We wanted to capture the views of young people and work with what they want. We used the survey to capture this."
- "Collecting the data helped us focus on where we wanted to make a difference, and how to present this to our supporters and funders."
- "Able to find out from a regular participant why they attend, what they enjoy and how they feel after attending."

Finally, organisations were asked to indicate overall, the key difference that being involved with StreetGames had made to them.

Encouragingly, responses reflect the value that LTOs place on the support they have received from StreetGames, aimed at supporting organisations to activate their communities and be more sustainable through: working collaboratively, developing the skills of staff/volunteers and diversifying funding sources.

See chart overleaf, which shows the aspects which organisations feel StreetGames has helped most, to make a difference in their organisation. Including:

- Helping to connect with key partners and organisations locally (75%)
- Helping to deliver new activities for young people in their local community (60%)
- Providing support to identify key priorities (54%)
- Helping to develop the skills of staff and volunteers through training and new qualifications (54%)
- Providing new insight and learning from the network and research (54%)
Key areas in which involvement with StreetGames has made a difference to LTOs

- Help to connect with key partners locally: 76%
- Help to deliver new activities: 60%
- Support to identify key priorities: 63%
- Help to develop skills of staff & volunteers: 45%
- Provision of new insight & learning: 61%
- Help to connect with key national orgs: 47%
- Increased funding - direct investment: 41%
- Help to engage & upskill volunteers: 33%
- Help to evidence impact: 36%
- Provision of unique experiences for young people: 29%
- Increased funding - external sources: 27%
- Other: 7%

If additional resources were available, would you...

- Deliver additional sessions per week: 80%
- Expand delivery to reach other neighbourhoods locally: 76%
- Expand delivery to reach other sections of the community: 79%

SCALE AND REACH

In order to help get a sense of the ‘scale and reach’ which organisations within the StreetGames network provide.

Respondents were asked to share an estimate of the total number of doorstep sport sessions their organisation typically provides on a weekly basis. The responses received varied from 1-2 sessions per week to others who provided 20, 30 or 40+ sessions per week – with the average number of doorstep sport sessions provided per LTO per week being circa 5.

Overwhelmingly, LTOs stated that if they had additional resources they would:

- Expand delivery to reach into other neighbourhoods in their local area (86%)
- Deliver additional sessions per week (80%)
- Expand delivery to reach other sections of the community such as families, older adults, BAME or disability (79%).

[Image of people playing soccer, indicating the active participation in community sports]
In terms of future support, many of the LTOs emphasised their demand for more of the existing types of support/services which StreetGames currently provides, such as:

- Training workshops
- One-to-one support provided by Doorstep Sport Advisors
- Advice to access new funding sources and access to direct funding
- New insight & learning
- Helping to connect with partners

Many respondents also took the opportunity to share positive comments about StreetGames and individual staff members, and the support they have received – see examples below:

- Continue to be the expert in the field that we can contact for advice, guidance, ideas for best practice, ideas for sourcing funding.
- I find the passion and drive of the StreetGames staff extremely helpful and supportive.
- The service and staff have been great.
- Continue engaging with us and listening to the views of our families.
- Continue to link the network together and provide support to local organisations.
- Amazing team of people. Great work being carried out.
- Producing high-quality case studies.

We also asked respondents to share how StreetGames could better support them going forward. We will use this feedback to help shape our work going forward – see examples below:

- More local presence and continuous support required.
- Help us to develop our volunteering programme further.
- More bi-lingual opportunities please!
- More training for young volunteers.
- Funding is always needed, and hopefully StreetGames will be able to continue supporting us this way.
- We need specific help with writing up case studies and evidencing the impact that we are having.
- I hope to work a lot closer with the staff moving forward on a local level.
- I am sure there is a wealth of help StreetGames can provide, but I am not sure how to access it, clearer communication of offers is sometimes required.