

Young People's Education and Skills – Operational Sub-Group

Feedback from YPES Review

Item no: 6

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Summary	This paper provides a summary of the YPES Stakeholder Survey conducted in April 2013 and reviewing the 2012/13 operational year.
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Recommendations	OSG members are asked to note and comment on the findings of the YPES 2012/13 Stakeholder Survey.
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1. Background

- 1.1 The YPES team surveyed our key stakeholders through April/May 2013 as part of our annual review process. They were asked to comment on the YPES work generally as well as in more detail on various elements of our work.

2. Who responded?

- 2.1 There were 34 responses (previous year 29) of which:

27 of 33 boroughs responded to the review
2 Colleges (Bromley and Orchard Hill)
5 other stakeholders

3. Headline Findings

- 3.1 100% of respondents were satisfied or very satisfied with the work of YPES (previous year 100%)

Top three (by mention) were:

- Written reports/updates, events and groups – 31
- Pan-London work – 18
- Support/advice – 17

- 3.2 Behind these three were:

- Data – 7
- Lobbying work – 6
- LLDD – 4

4. Communications

- 4.1 At least three quarters of respondents recall receiving all communications listed with 97% satisfied or very satisfied with these communications and 100% finding them useful or very useful:

“Really happy with the Comms strategy, very useful to have information ‘shrunk’ in newsletters so that you can just go to the items of interest.”

5. Website

- 5.1 There was a 92% awareness of web pages with 100% of respondents very/satisfied with content. The update page was the most visited followed by working groups and meeting pages. This is very consistent with last year’s figures.
- 5.2 Following a re-vamp of the pages to bring them into line with the key strands of YPES work there appears to be less confusion about finding content – “a very clear way of finding notes from meeting and for meetings”.
- 5.3 On the social media work (in relation to Learner Voice London) around 50% of respondents reported that they were not aware of the social media we use and some respondents assumed it was not for them. However, there were some very positive responses from those that had visited the sites - “very good place for learners to access information on topics of interest to them” -and a few respondents had interacted with their communications team or are now intending to and others have used the website to help get their message out to young people (e.g. UTC/Studio college).

6. Being the Best – vision document

- 6.1 70% have read the document and most accessed it from the update or email. 96% found it informative/very informative and have used it for meetings and work locally and 100% found it useful in their championing role. Polled on which month they would prefer this to come out majority suggested April (13 of 23 who answered).

7. Data

- 7.1 Stakeholders were asked about the evidence base. 81% said it had not caused a problem with it not being published last year, although comments stated it was a useful document and those who had a problem said ‘there was definitely a gap when it was not produced.’
- 7.2 They were also asked if they were aware of the upcoming Data Dashboard and two-thirds of respondents reported they were aware of this piece of work and had high expectations of what it could deliver for them.

8. Conferences/Forums

- 8.1 Questions focused on the twice yearly Local Authority Leads conferences and the Local Authority forums. 76% had attended a 14-19 Leads event and 66% had attended a LA Forum. 96% were very/satisfied with the Leads events and 92% were very/satisfied with the LA Forum. The most valuable elements of these were networking, updates, discussion and data.

9. Representation

- 9.1 100% are very/satisfied with the current representations arrangements on the YPES Board, with the following comments reflecting the general opinion:

“The YPES is very well connected and always has its ear to the ground as well as interpreting policy implications for local authorities, providers and learners.”

“In the days of reduced LAs it ensures we are represented.”

- 9.2 When asked about how informed respondents felt a desire was expressed for more information to be fed back from key groups; in particular ALDCS and WBLA. Suggestions of other organisations who could be asked to become involved with the YPES Board were employers, Natspec, Ofsted, DWP/JobCentre Plus and Academies.

10. Working groups

- 10.1 60% of respondents are a member of at least one of the working groups. 90% are very/satisfied with the work of these groups.
- 10.2 Respondents most valued aspect of being on a group was equally split between ‘the opportunity to shape London-wide activity’ and ‘belonging to a pan-London team’.

11. Work programme

- 11.1 We asked stakeholders to highlight where we should continue to focus our work and efforts over the coming year. Three strands came out ahead for ‘do more work’:
- Producing an evidence base on young people in London
 - Improving careers information, advice and guidance for young people
 - Youth unemployment

12. Commissioning

- 12.1 90% are very/satisfied with the arrangement with the Institute of Education and when asked what the 2013/14 research projects should focus on the following were mentioned the most:
- Progression
 - Vulnerable groups/LLDD
 - IAG
 - Vocational offer
 - Employer engagement
 - Curriculum