



# **Breaking Through - 'Can we solve the problem?'**

**Young People in Employment and Enterprise**

**Lambeth Youth Council Peer Inspection Evaluation Report  
October 2007**

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## **FOREWORD**

“Earlier this year, a group of young people set out to assess a sample of local organisations which provide employment, enterprise and training services for both young people and adults in Lambeth. This report called “Breaking Through – can we solve the problem” is the result of the assessment. The report has been put together by the young people themselves. Using a combination of questionnaires, interviews and mystery shopping, it tells a story of the young customer experience. It gives the rest of us, particularly those of us who are developing and providing services for our young people, an extremely useful insight against which we can re-appraise and make improvements in our work and our behaviour”.

Ian Parker, Regeneration & Enterprise, LB Lambeth

# INTRODUCTION

In 2006 Lambeth Regeneration commissioned the Lambeth Youth Council – Peer Inspection Team to carry this Review to investigate the barriers that are preventing young people (under 25years) from fully participating in the market economy. This was to be achieved in two ways:

- Youth-led research, analysis and evaluation of employment, enterprise and training services that are available to young people, including business start-up and work-place co-ordinators.
- Youth-led consultation with young people, regarding their views on what works, what doesn't and why and what barriers they think exist

The Review initially set out to engage with young people living within North Lambeth and the Clapham & Stockwell areas, to gain an understanding of their views and opinions of trying to access employment, enterprise and training services within the borough. However, the extensive consultation process went wider and we have engaged with young people across the borough.

The Peer Inspection Team's Peer Leaders have done this in a number of different ways so this report is split up into four sections:

## **Section 1 – Generic Questionnaires**

In this section the you will find a detailed analyse of the findings, that the Peer Leaders have gather from young people within a number of settings using questionnaires.

## **Section 2 – NEET Interviews**

The Peer Leaders have interviewed young people who are 'Not in Education, Employment or Training' known as 'NEET'. They identified twenty young people and spent time hearing their views and experiences, when trying to get a job or a college place.

## **Section 3 – Mystery Shopper**

The Peer Leaders identified five organisations they would 'mystery visit' which say they offer support and advice to young people wishing to go to college, set up a business, do a course or get a job.

## **Section 4 – Focus Group**

Following the first three sections, the team carries out a number of focus group sessions to focus on the organisations 'mystery shopped' and to identify some key recommendations to be incorporated within the final report.

## **AIMS AND OBJECTIVES OF THE REPORT**

### **Aim:**

To conduct a peer led consultation with 100 young people mainly from the North Lambeth and Clapham and Stockwell area to identify the barriers that prevent young people (under 25years) from fully participating in the market economy, documenting:

- Young peoples experience of trying to access employment ad training advise
- Young peoples experience of trying to access business start up support
- Young peoples knowledge of business and business start up

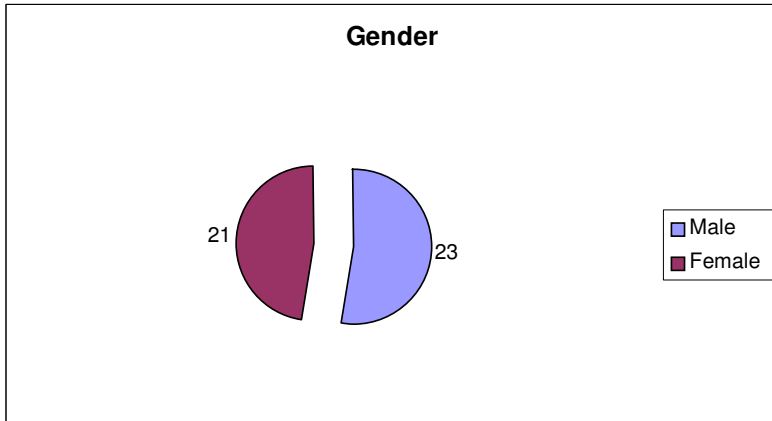
### **Objectives:**

- Engage young people in the research and development of employment, training and enterprise services that are available to them.
- Use the Peer Lead model to gain information, views and opinions, positive peer model to overcome barriers of engaging young people.
- Enable young people to gain skills and experience in a work environment to improve their employability potential.
- Build and maintain local knowledge amongst young people (through approach taken, the knowledge gained will stay within the Borough and the Wards, rather than paying for a Consultant who parachutes in and out, taking knowledge with them).

## **SECTION 1: GENERAL QUESTIONNAIRE**

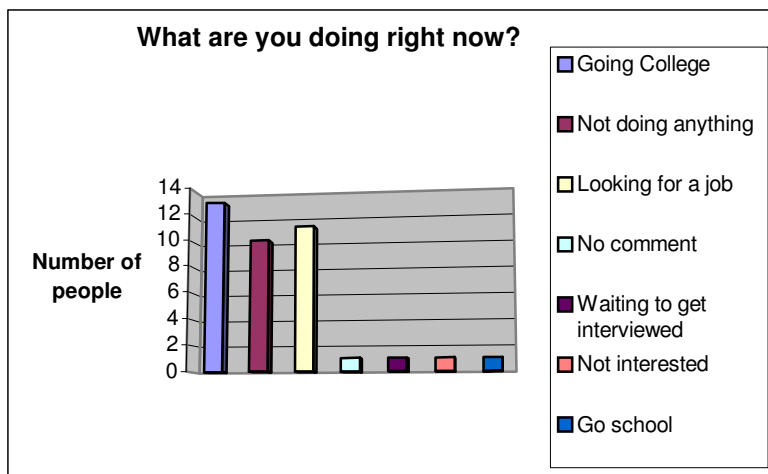
The analysis looked at questionnaires completed by 44 young people. The findings are nearly an equal amount from both male and females, which provide us with opinions from both perspectives. (See questionnaires in appendix 1)

## Analysis of questionnaires.



### Age range

Age	Number of people
15	5
16	9
17	9
18	8
19	6
20	1
21	3
22	3
<b>Total</b>	<b>44</b>



The chart above explains what young people are doing right now.

Going College	13
Not doing anything	10
Looking for a job	11
No comment	1
Waiting to get interviewed	1
Not interested	1
Go school	1

Overall as you can see the highest numbers 21 young people in total, that are not doing anything or their looking for a job.

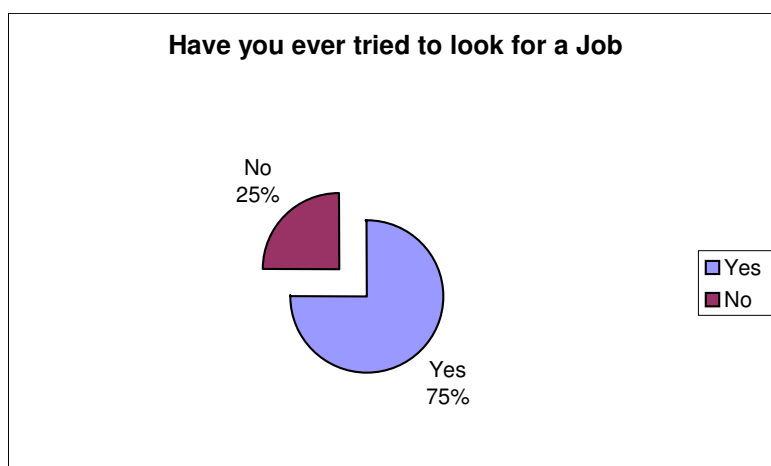
***If not in college what is stopping you?***

We asked this question to find out what exactly stops young people from getting into work or college. Their comments were:

- There is lack of help to get into a job, training or education.
- They have given their CV out and are waiting to get interviewed.
- No make comment
- They are not interested in any of this.
- They don't know where to go for help.

As you can see the question shows that young people are struggling to get a job or training, because of the reasons below. As you can see 32 people out of 44 are not doing anything

Reasons	Number of young people
Lack of help	12
Waiting to get interviewed	7
No comments	9
Not interested	3
Don't know where to go for help	13



***We asked: Tell us what should be improved for young people to get easier access to courses and jobs.***

- “More job opportunities in subjects that we enjoy”
- “Services need to be improved”
- “Easy access to information and better help”
- “ Raise awareness”
- “ Target youth groups”
- “More advertising and Advertise more groups”
- “More information on billboards directing youth to a path with courses and jobs”
- “ Connexions need to help us more”
- “Easier access to gyms and leisure centres”
- “ Special centres other than Connexions”
- “ Opportunity to have training with companies”
- “More access to computers and get txt messages of jobs that I’m interested in”
- “Better agencies”
- “More support to look for jobs/ More help with CV’s”
- “Newsletters”
- “ Sending leaflets and letters to let the youth know the opportunities of courses and jobs”
- “More proactive support for young adults”
- “More key workers”
- “ You don’t need qualifications to get a job so there should be more career advisors”
- “Better information & Awareness”
- “More services and facilities should be improved, that way it will attract and influence the young people”
- “ More information at youth clubs”
- “We need opportunities, someone needs to put their foot down and fix this because we need a job or a course to do. No wonder most of the youth are doing nothing, without no opportunities we can’t do anything ”
- “Advice and guidance about what courses the young adults could do”
- “ More practical things, like stuff we will actually use for work”
- “ Equal opportunities for all”

We also did another general questionnaire with slightly different questions. We surveyed fifteen young people from North Lambeth. The Peer Inspection team also took the questionnaires to their estates and their friends. This is an outline of what the young people answered to the questions:

***If you’re not in college or work what’s stopping you from doing it?***

- Its hard for me to get a job because I don’t have qualification
- Need the money so I have to work so I cant go college
- I’m focusing on college

- I don't want to go college and its to hard to find a job
- Funds
- There's nothing stopping me I just don't have the funds to go college as my course cost money to do
- I just came out of prison and I can't work
- I don't have the motivation

***What would you like to be doing in two years?***

I would like to be an accountant

- In a better paid job
- An apprenticeship
- Finish my education
- Finish my college and maybe in university
- Living by myself have a job and a car
- A personal trainer
- In my own house
- Working or gaining education

***What would you like to achieve?***

- Some qualification in accountancy
- Qualification for my trade
- To be a managing director for a big company
- High paid job
- The qualifications I need and the job I want
- I would like to become a life-guard
- My ambition
- Full electronically qualifications
- A profession
- A manager position at my work place

***Do you need help or advice to get into college training or employment? If no, please explain why?***

Two people answered no:

- Because I got a job at this present time
- Because I think I can get all that help myself

***Have you had any help or advice from any organisation? E.g Job Centre Plus, Connexions etc?***

Eight people said yes from the following places:

- 5 - Job centre
- 1 - Job shop
- 1 – Connexions
- 1 - Job centres and Connexions

***What was the best advice you were given and why?***

**The best advice:**

- To be confident because I lack in confidence

- The application and interview for my job
- To look for a job which best suits my skills
- How to write a CV according to the job specification. This helped me when applying for jobs
- To stay at college and work part time
- If you want it, go for it !
- Dress correctly for an interview because it makes a good impression on the person who is interviewing you

***What was the worst advice and why?***

- To hand my CV to shop assistants rather than managers
- Stop going to college
- Job centres give me bad advice all the time
- If you don't want to do it don't

***If it has been hard for you to find a job or access information about training or education what do you think should be done to help other young people?***

- Make local organisations in estates available for young people as soon as they leave school.
- More jobs available for young people
- A scheme which helps young people acquire jobs
- Have organisations that help young people as soon as they leave school to help them in future life to get a job college
- There should be a way of getting education and getting paid a wage like job apprenticeships.
- More information opportunities for young people
- There should be more job adverts for a young age group. It will help for encouragement.
- More colleges and more guidance for young people

***Do you think there's enough help available around getting into work training or education?*** Seven people said no.

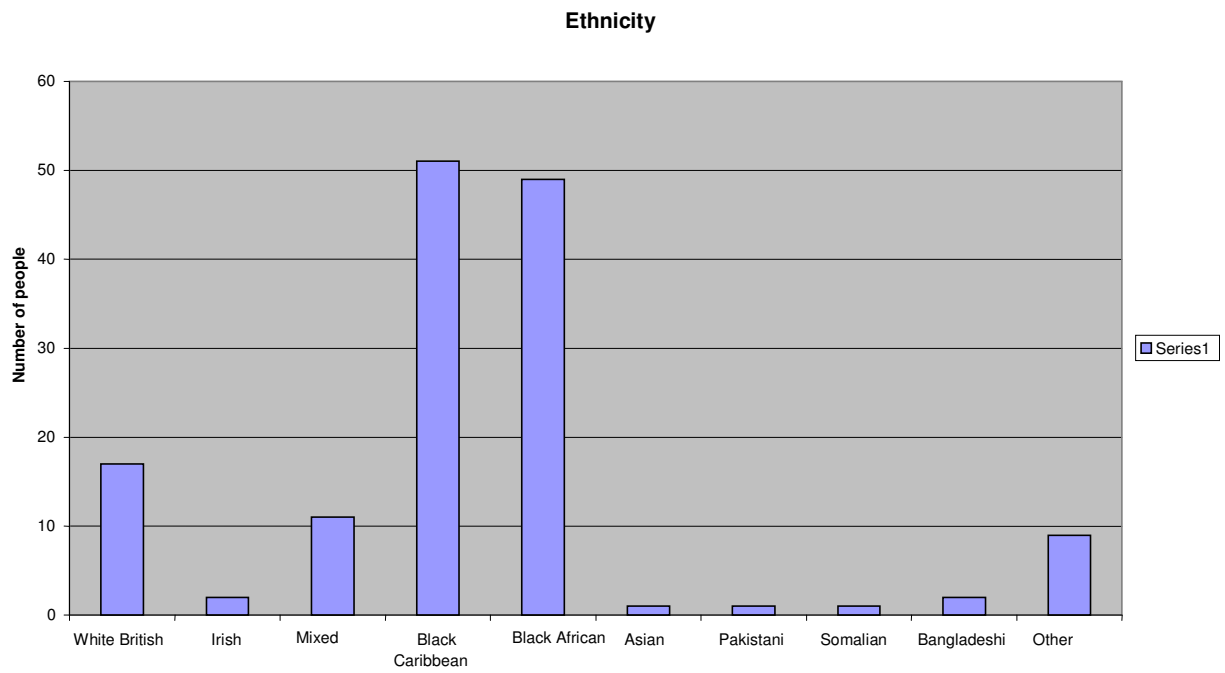
***If no please explain why and what would you recommend?***

- There is nothing for young people and if there is, there isn't enough!
- Be given advice on how to apply for a job and look for a job from the final year of secondary school.
- There need to be more places like Connexions
- Open more Job Centres and have more opportunities for young people
- Because if there was enough advice and more opportunities for young people it would be easier but because it's so hard young people give up.
- Nothing local
- Well EMA is for people aged between 16-19 I'm in my 20's and have to pay for travel and education I can't afford it

***Is there any thing else you would like to add?***

- There is enough help for young people but not on certain local estates

## Background information on most of the young people that took part in our findings



## **SECTION 2: NEET INTERVIEWS**

Within this section you will see a summary of all the interviews we carried out with young people Not in Employment, Education or Training (NEET). (See NEET Interview questionnaire appendix 2)

## NEET INTERVIEWS

### SUMMARY OF INTERVIEWS

**Jade Craig;**

**Male; Aged 19; Stockwell**

Jade left school when he was 16, he didn't go college. When he was 17 he worked for a few months but since then, he has not done anything. Jade has been trying to get a job and back into education but he thinks there is not enough encouragement for young people to get into jobs and that there is not specific advice or help to get young people involved in what they are interested in.

**Youth Council:** *Do you think there is enough help available around getting into work, training or education? If there isn't enough, tell us what we need to recommend.*

**Jade:** No.

**Youth Council:** *Why.*

**Jade:** There is not enough help for individual needs. For young people in general there is only basic advice, in all areas for mass groups of people, never anything specific i.e. exactly what to do to become a plumber, electrician, carpenter ELT. I only know this from the job centre's side as I have never required advice or help from anywhere else.

Jade also finds it difficult to find jobs. He said people expect young people to go out and just find them, which make it very difficult. "*We need to phone up which is expensive.*" Also Jade mentioned there should be specific advice centres where young people can have one-to-one support; "a bit like Connexions but better".

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**Carl Thomas;**

**Male; Aged 22; Stockwell**

Carl completed secondary school but chose not to continue onto college. He worked in different jobs for a couple of years but from 2005 he has struggled to get a job. He is still looking for job now and is finding it very difficult.

**Youth Council:** *Do you think there is enough help available around getting into work, training or education? If there isn't enough, tell us what we need to recommend.*

**Carl:** No there is not enough help.

Not really. I think young people are not being encouraged from year 11 when they are leaving school. They are not being told specifically what they can do. Carl also spoke about the job centre, which he commented: they are not very helpful to young people. He spoke about when he got to college and the job centre was not supporting him, they told him he needed to get back to a job. So he stopped going college but was not able to get a job. Carl felt that Job Centres should not require too much evidence if the young person goes college.

**Ergis; Male;  
Aged 18; Kennington**

Ergis finished school and started college but things were not going very well for him and he didn't want to continue to study, so he left college and is now looking for a job. At the moment he is looking for a job and his long-term plans are to get a full time job and hopefully buy his own house.

**Youth Council:** *Do you need help or advice to get into to work or education or training?*

**Ergis:** Yes. I need help with employment because I am finding it difficult to look for a job. And I don't really know where to go to get help to get a job." He said that he is not aware of the way jobs or help are promoted. He thinks there should be flyers or text messages to let us know about job training etc.

**Youth Council:** *Do you think there is enough help available around getting work, training or education? If there isn't enough, tell us what we need to recommend.*

**Ergis:** No. One of the problems is that young people need experience to get a job, they need links and if you haven't got them, it's hard. More help with CVs and links with businesses, letting young people become volunteers to gain experience.

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**Nathan;  
Male; Aged 21; Stockwell**

Nathan finished secondary school when he was 16 and since then has not been able to find a decent job. At the moment Nathan is unemployed. He is looking after his first son. In two years he wants to have a job and set up his own business.

**Youth Council:** *Do you need help or advice to get into to work or education or training?*

**Nathan;** No.

Nathan knows where to get information on jobs training or education. Nathan said that he found it helpful finding information on internet, Job centre and colleges. Nathan thinks the internet is the best way to find information because he said it was fast and he could do it at home. He wasn't working, but he was looking after his son and planning what he was going to do.

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**Esther;  
Female; Aged 18**

Esther went to Kingsdale school for three months and then unfortunately had to leave because of certain problems in the school after leaving Kingsdale Esther went to Streatham Project where she finished school. When she finally finished school she went to two colleges which were Lambeth College, Brixton and South Thames in Wandsworth.

She didn't finish college because she found that the course was too practical and it was a bit too easy. Right now she is doing a project with Jobcentre plus, she does Maths and English and goes job searching in the afternoon from 1.30 – 5pm. Esther

said within 2 years she would like to have moved out of her Nan's place and she would like to be working. She wants to be a plumber and own her own company.

**Youth Council:** *Do you need help or advice to get into to work or education or training?*

**Esther:** says she doesn't need much help in getting into college, training or employment. Esther said if she ever needs help she would go to Connexions, because she was previously helped by a worker in there. Esther also explained that the lady that worked at Connexions worked really hard to get her into college; she still contacted Esther and made sure if anything was wrong Esther should contact her again.

**Youth Council:** *Do you think there is enough help available around getting work, training or education?*

Esther said that there is enough help to get into a job or course but she said it's only if the young person can be bothered or not.

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**Billy;**

**Male; Aged 19**

He went to school and finished college, at the moment he is just at home waiting around to maybe start university to do accounting finance. In two years he said he would still be in university and to be successful in whatever field he chooses.

**Youth Council:** *Do you need help or advice to get into to work or education or training?*

**Billy:** said he would need some more help on ways of getting a job and needed to do a Prince's Trust course. He said that the Job Centre is sometimes good but not very helpful. He has done a couple of courses and he said that it would help people to get a job if it improved services and they stayed in contact.

**Youth Council:** *Do you think there is enough help available around getting work, training or education? If there isn't enough, tell us what we need to recommend.*

**Billy:** felt there isn't a lot of help available for young people.

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**Mike;**

**Male; Aged 17**

He went school but didn't finish college. He isn't doing anything at the moment but he is trying to get a job and he says it's hard. He said he doesn't know where he will be in two years and he needs more advice on how to get into college, training and employment. He said that Connexions didn't really help when he went because he is still in the same lifestyle, nothing changed.

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**Mike:** No. If you don't finish college then no one is about to help you. This should be improved. There is no help to get into training or college, more needs to be done.

**Trevor;**  
**Male; Aged 22**

Trevor went to school and finished college. He is currently looking for work, and in two years he would like to be in a good job, not retail but maybe something like youth work or something in that field. He wants not to just be a normal worker; he wants to be respected in the field he chooses to work.

He also needs to get help in getting the right training. He also said most of the courses nowadays give you training on things you don't need.

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**Trevor:** No. Get young people involved in more training and job-hunting" and "there needs to be more improvement with more outreach workers going out to youth".

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**Kevin;**  
**Male; Aged 16; Waterloo**

Kevin is only sixteen years old. Kevin has grown up in Waterloo and he does not go to school. He got kicked out from year ten. At the moment he is doing nothing. Kevin's long term plans are to work and earn money. When we asked him what he would like to achieve, Kevin said he wants to get a proper job.

**Youth Council:** *Do you need help or advice to get into college work or training?*

**Kevin:** Yes.

He needs advice on Art and Business because he does not have knowledge on how to get on in this subject area. He is very keen to study Art and Business but lack of encouragement has stopped him doing it so far.

**Youth Council:** *Do you know where to go to get this kind of information?*

**Kevin:** No. I'm not aware of any promotion. Where is it?

When we asked him if he'd had any help or advice, he said he'd been told to go to Job Centre but never went because he heard there is a big queue."

**Youth Council:** *Do you think there is enough help available around getting work, training or education? If there isn't enough, tell us what we need to recommend"*

**Kevin:** No.

His main points are that jobs are not advertised or targeted for young people, and there should be more centres where young people can get help on CV's and get job training.

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**Ardilson;**  
**Male; Aged 17; Waterloo**

Ardilson finished secondary school last year, but after year 11 he did not want to continue study. Right now he is trying to get a job. He went out there and has given CVs out and he is waiting to get interviewed for a job. We asked him where he would like to be in two years' time and he said that he wants to get back to college. His ambition is to be an actor. He would like to achieve a degree in acting.

**Youth Council:** *Do you know where to go to get this kind of information?*

**Ardilson:** *Yes, Connexions.*

Though he went on to say he is not happy with their information because they haven't really done anything to help him. He said *"Connexions did not really give me the best career advice on what I was interested. They persuaded me to do youth work."*

**Youth Council:** *Do you think there is enough help available around getting work, training or education? If there isn't enough, tell us what we need to recommend.*

**Ardilson:** *No*

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**Shounde;**

**Male; Aged 16; Waterloo**

This young person has finished secondary school and is not doing anything at the moment. His long term plans are to go college or get a part time job. We ask him what would you like to achieve and he said to get a job.

**Youth Council:** *Do you need help or advice to get into to work or education or training?*

**Shounde;** *"Yes I need help with job interviews, help with my CV. help to get on courses, help to do a mock interview"* We asked him do you know where to go if you need this kind of information? And he said *"Yes, Connexions, I will ask experienced people for information."*

**Youth Council:** We asked if he had received any help or advice.

**Shounde;** *"No but I have heard about Connexion which I have receive leaflets, however my friends are not aware about Connexions or other organisations that provide help to young people because is not heard of in their area. My other friends thought Connexions was helpful"* We asked him

**Youth Council:** *Do you think there is enough help available around getting work, training or education? If there isn't enough, tell us what we need to recommend"*

**Shounde;** *"No."* This is what he said *"In the adventure (playground) I go to there is racks full of information but there are not applications for work. All it is just information that don't really apply to us or is helpful to us. That's why we young people find it harder to look for work or college. It needs to be a regular update of information on education, employment available and application forms so young people can fill them in and send them to this organisation right there"*

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**John;**

**Male; Aged17; Waterloo**

John at the moment does not go college. He finished secondary school and did not continue to study further. At the moment he is unemployed and not doing anything. John says that in two years time he wants to be on TV because it is his dream. We asked him what he would you like to achieve and he said he wants to become an actor. When we asked him if he needed help or advice to get in college, training or employment he said *"Yes I need the support from top organisations that provide help, which at the moment I don't know them."* We asked him if he knew where to go

for this kind of information. He said *"No because there is not much information on employment or training in the community."*

**Youth Council:** When we asked if he had received any help or advice he said *"Yes I did from Connexions, he said it was good but their service was a bit poor. They just put you towards any course, not always what you want or what will help with your future plan"*

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**John:** *No.*

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**Anonymous;**

**Male; Aged 16; Waterloo**

This young person did not want to be named. He has been kicked out of school and now he is on the street doing nothing. His ambition is to become a mechanic but he has not got the GCSE's. He is very hyped and always in trouble because he thinks nothing is working for him. He says what needs to be improved to get him to college or employment is *"There needs to more flyers around so we know what's going on."* It is very difficult to get a job or study good course because they require qualification or experience which most of the young people they don't have this.

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**Jerry; Male;**

**Aged 22; Stockwell**

Jerry has finished secondary school and since then has not continued in education. He is unemployed at the moment and he is looking for job but he finds it difficult.

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend.*

**Jerry:** *No.*

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**Abdo; Male;**

**Aged 21; Stockwell**

Abdu has finish school but he has not continued with education. At the moment he is not doing anything and in two years time he wants to get a decent job and eventually open his own business. We asked him if he needed help or advice to get into college, training or employment, and he replied *"Yes I need people to help me with employment because people think we are not serious."*

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**Amara;**

**Female; Aged 19; Stockwell**

Amara was excluded from school and did not manage to get her GCSE's. At the moment she is trying to look for a job and in two years time she wants to be an air hostess and get a decent job. We ask her if she needed help or advice to get into college training or employment and she said *"Yes, I do. I have had advice from Connexions but they did not help."* She said she knows where to go for help but she

strongly says that *“No one is helping, because they don’t really give me a job, they are just telling me about events to attend, which was not really any benefit to me. They should get young people a job.”* She also said *“My experience has been as a young person that organisations that are meant to help always reject our say and don’t give us any feedback. There is a lot of discrimination”*

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn’t enough, tell us what we need to recommend?*

**Amara:** No

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**Shaud; Female;**

**Aged 18; Stockwell**

This young woman is 18 and she has finished secondary school but has not continued with education. She has been unemployed for a long time.

**Youth Council:** *What are you doing right now?*

**Shaud:** *Nothing really, just sitting at home.*

In two years time she says she wants to set up her own business (music store) and hopefully get the business up and running. We asked her if she needed any help or advice to get into college training or employment and she said *“Yes. I need help with both employment and setting up my own business.”* We asked her what kind of help and she said; *“We need people who have their own business running to come and show us what it is like having your own business, how can you do it etc and with employment companies should get more young people working for them like on apprenticeships.”*

**Youth Council:** *We asked her if she knew where to go for help for this kind of information?*

**Shaud:** *Not really because nowadays young people don’t get told about jobs or no-one gets them involved when the decisions are made for young people. They should advertise jobs properly because it looks like lots of information is around the Lambeth borough but we don’t see much happen because we don’t get to see what is on offer. When I was seventeen I had some help from Connexions to get me a job but they did not really help me to get a job. They only asked me to go to some music courses which were not my subject. Connexions should work more closely with companies or businesses to get young people involved.”*

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn’t enough, tell us what we need to recommend.*

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**Lamar; Male;**

**Aged 20; North Lambeth**

Lamar has finished secondary school and now is doing part time voluntary work and apart from this, nothing else. In two years time he wants to have a decent job and get nice amount of money that will make him happy. We asked him if he needed help to get into work or education. He said *“Yes.”* And we asked him if he knew where to go and he said *“Connexions”* and he said *“Connexions has helped me because they got me to do voluntary work which I am really enjoying “.*

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend.*

**Lamar:** *No*

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**Dappa; Male;**

**Aged 20; North Lambeth**

Dappa has finished secondary school but he has not continued with education. Right now he is not doing anything but he is looking for a job. In two years time he wants to open his own business (a football club). He says he needs help with employment and help with finance to get this business up and running but he doesn't know where to go for help.

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**Dappa:** *No.*

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**Ziggy; Male;**

**Aged 22; North Lambeth**

He has finished school a long time ago and right now he is not doing anything just jamming. In two years time he wants to open his DJ studio. He told us *"I need help with employment so I can get a job."*

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**Ziggy:** *No.*

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**Alina;**

**Female; Aged 17**

Alina is 17 years old. At the moment she is looking for a job but finds it difficult to get into employment. She has been to Connexions for help. She said *"They did not get me anywhere"*. In two years time she wants to work for a company to do administration work. Her aim is to get a certificate in business administration and a well-paid job.

**Youth Council:** *Do you think there is enough help available around getting work, training or education. If there isn't enough, tell us what we need to recommend?*

**Alina:** *No.*

-----

## **Additional comments made from NEET young people interviewed**

**Amara;**

**Female; Aged 19; Stockwell**

Her comments:

- *There is not enough help given to young people. They expect young people to do things themselves. They don't tell young people where to go.*
- *They should always give young people up to date information for new jobs*
- *When new companies open stores they should advertise more when they do recruitment.*
- *They should open advice centres for young people to go and get help on employment*

**Shaud; Female;**

**Aged 18; Stockwell**

She said no. These are her comments:

- *They look at young people's ages. If you are young they don't really help. They give you the wrong information*
- *There's discrimination against your religion, background, colour etc. because they look at you and they are not bothered to help.*
- *Connexions are not very helpful because they don't say anything to you or expect to you to do anything straight away. In the end they just say you have to wait now and in month time they forget about you and *they don't phone back to see what is happening. They should always phone young people.**
- *Often they send out information about government laws which is nothing to do with us.*
- *At my secondary school in Lambeth, in year 10 they were not helpful. I did not get to do my work experience because the school was unable to find me one therefore this makes it even worse because if I had chance to do my work experience it would have helped me decide what it is like to work in certain industries.*
- *From year 11 we don't really get any help on how to move on. For example for the young people who did not want to go college, no one was bothered. They should help young people find a job.*

**Lamar; Male;**

**Aged 20; North Lambeth**

Here are his comments:

- *They need to make places where young people can go, like youth clubs, to get help with employment or education.*
- *Encourage more young people to do voluntary work on what young people are interested in.*
- *Make more events to get companies to come and give presentations on how to get a job there or what do you need to do to get a job in a certain business.*

**Alina;**

**Female; Aged 17**

Her comments:

*There should be a youth organisation which helps young people to get to jobs and receive information about jobs and training and so on*

**Dappa; Male;**

**Aged 20; North Lambeth**

Here are his comments:

- *There is information but it is hard to get a job because even if you have experience there are lots of people that want to apply*
- *They should open advice centres specifically for age 16-25 where young people can go and get help with employment. because job centres only help over 18's*
- *Open more youth clubs and introduce new activities such as plumbing, health and beauty, IT training etc. This would help young people to get jobs and give them experience.*

## **SECTION 3: MYSTERY VISITS**

**In this section you will hear about the agencies we ‘Mystery Shopped’ who are set up to offer help and support to young people, to enable them to achieve their goals.**

**The Peer Leaders researched the different organisations and made phone calls. The team made up scenarios that were fairly ordinary and went and visited the agencies pretending they needed help. They also visited a few organisations that offered help to young people who want to set up their own businesses. This is who they contacted and visited:**

- **The Princes Trust**
- **Connexions in Acre Lane, Brixton**
- **Job Centre, Brixton**
- **Job Club Waterloo**
- **One London**

**(See Mystery Shopped Checklist appendix 3)**

## **MYSTERY VISITS**

### **Princes Trust**

Fisnik Tahiri – Business Student  
Andre Williams – Drama Student  
Jessie Walker – Fashion Student

Prince's Trust (Waterloo)  
16<sup>th</sup> February 07  
10:00 am- 12pm



### **Intro**

In November 2006, we were invited to an event in Waterloo to mark Enterprise Week. There were workshops and presentations by business organisations to provide help for young people who are interested in setting up their own business, or employment advice.

### **Greeting**

When we arrived there, there was a lot of confusion because there were a lot of people there, but when we actually found where we were supposed to be, we were greeted by Prince's Trust manager and he introduced himself to us and showed us different workshops. He was very polite, kind and pleasant.

### **Did they listen?**

Yes he did listen, and afterwards he gave us a questionnaire for our views.

### **Did he refer you to someone else?**

The facilitator of one of the workshops gave us some useful numbers to phone.

.....

**We managed to put a business idea together and decided to phone them.**

.....

### **Mystery call**

Fisnik Tahiri – Business Student  
19<sup>th</sup> February 07  
10:00 am

### **Greeting**

The lady that answered the phone was very polite and sounded positive.

### **Did she listen?**

Yes she did. She asked me if I was in college or employment, I replied no, she asked me what kind of help I would need, so I explained to her my business plan. She was very positive and asked me to come to Prince's trust Business programme introductory session the following week.

### **Did they offer advice or help?**

Yes. She gave me details through my email about the business programme introductory session. The details included a map, what they required from a young person and contact numbers.

### **Was the help right for your idea?**

Yes. I was very happy and satisfied with the service.

### **Mystery Visit**

Fisnik Tahiri – Business Student  
Prince's Trust Business Programme Introductory Session  
Tuesday 20<sup>th</sup> February 07  
11am – 14:00 pm

### **Greeting**

I felt welcomed, it seemed like they were really taking young people seriously.

### **Did they listen?**

Yes they did, the session was very useful as I am interested to set up my own business anyway, so it was really useful to me on a personal level. They gave me business plans; pack forms and details into introduction to business. I was very impressed.

### **Did they offer advice or help?**

Yes. They gave me help. Specific advice on the business plan I wanted to do. This was great.

### **Did they refer you to someone else?**

Yes. The handouts and business plans had the next plans to what you should do next.

**Was the help right for your idea?**

Yes. In my opinion this organisation does what it says “Changing young people’s lives to get on track” I would say this because this was the place to go for young people who are thinking of starting their own business.

**What did they tell you?**

They said I should not give up and that my business ideas were strong.

**What could have been improved?**

Working with colleges, so more young people know what is on offer. Encourage organisations to persuade young people to use their services.

**Any other comments**

Definitely keeping up the good work!

## **Waterloo Job Shop**

Tamara Lopes – Criminology and Criminal Justice Student

Waterloo Job Shop & Library (Waterloo)  
21<sup>st</sup> February 07  
14.00pm – 16:00 pm



### **Intro**

Acting as a young lady, who desperately needs a job otherwise would turn into selling drugs.

### **Greeting**

When I entered it was a very tidy and welcoming place. A lady greeted me very well and directed me to where I was supposed to be.

### **Did she listen?**

Yes, she listened.

### **Did she offer advice or help?**

She offered guidance and assistance in job hunting. She also made me an appointment for me to come and see her the following week, as she seemed very concerned about me.

### **Did she refer you to someone else?**

No. But she did give me websites and numbers to phone about vacancies.

### **Was the help right for your idea?**

Yes. We found a couple of jobs in Administration and IT, and that was exactly what I told her I wanted.

### **What did she tell you?**

She said I must come to the appointment to see her again, and discuss the matter further about job hunting.

**What could have been improved?**

She could have referred me to someone else or could have phoned a couple of jobs with me.

**Any other comments**

Overall this mystery visit has been very good and effective. Waterloo Job shop was a very helpful and welcoming place. It actually helps you to look for a job and is concerned about the progress and development of looking for a job.

## **Job Centre Plus**

Tamara Lopes – Criminology and  
Criminal Justice Student  
Jessie Walker – Fashion Student



Job Centre plus (Brixton)  
Friday 15<sup>th</sup> June  
14:00 – 16:00

### **Intro**

We acted as two eighteen year old young women that had no experience or training in any area and we pretended we were looking for jobs.

### **Greeting**

When we entered the Job Centre we weren't really welcomed very well by anyone.

### **Did they listen?**

No. The staff at the job centre was very impatient. The lady that attended us did not listen to us, because we went there to look for a job and she told us to fill forms and that we needed to go on Jobseekers Allowance.

### **Did they offer advice or help?**

No. She told us to go and look on the job hunting computer, we told her we do not know how to work it, so she told the security guard to help us but the security guard did not know how to work the job hunting computer.

### **Did they refer you to someone else?**

No.

### **Was the help right for your idea?**

No. We went in there to get a job and the lady tells us we need to go on Job seekers allowance and then asks us to go on the job hunting computer, when we asked for help we were not giving it.

### **What did they tell you?**

Not much, she only said we should go on Job Seekers Allowance.

### **What could have been improved?**

Staff attitude is very important as we were not greeted by anyone, and the communication was awful, the advice and help was very poor, the guidance on job hunting was appalling. Staff attitude, communication, advice help and guidance all need a lot of improvement.

### **Any other comments**

We had a very bad experience.

## **One London**

Fisnik Tahiri – Business Student

One London (Brixton Centre)

16<sup>th</sup> March 2007

15:20 – 16:00 pm



## **Mystery Call**

### **Greeting**

On 16 March 2007 at 3:20 pm I phoned the Brixton centre for One London. The person who answered the phone was polite and helpful.

### **Did they listen?**

Yes. he told me that there was a seminar the following week that I could attend but this wasn't appropriate for my business idea. He didn't explain what One London was about. He emailed me some information about a seminar the following week, but it wasn't appropriate. The second time I phoned them. I spoke to a man and I said I wanted to make an appointment to see someone for my business idea and he told me to email the business plan and someone would get back to me later.

I didn't do this because I did not feel it was worth sending my business plan.

### **Did they offer advice or help?**

On the first call I made, the man said there was a seminar the following week but I didn't think this was helpful for my business idea.

### **Did he refer you to someone else?**

No

### **Was the help right for your idea?**

No because I didn't feel they were helping me. It felt like they weren't interested in my business idea.

## **Mystery Visit**

Fisnik Tahiri – Business Student

One London (Brixton Centre)

13<sup>th</sup> June 2007

15:20 – 16:00 pm

## **Intro**

I went twice to their office in South London but it was closed both times and there was no note or sign saying why. I tried the phone number. I couldn't get through either but I knew that the number had been changed. I came back to our office and I phoned the new number and I asked why the office in South London was closed. Someone on the phone said they moved to a new address. I asked him for the address and he gave it to me.

## **Greeting**

Not welcoming. When I went to their office and asked them if I could speak to someone about my business idea, they said you need to have your business plan with you in order to talk to someone.

## **Did they listen?**

Not really, they said you need to go and get a business plan. Then I told them I have the plan with me. I gave my business plan to them and they printed it out. I asked if I could speak to an adviser. They said the advisors were busy at the moment and they would get back to me in three working days. While I was waiting for them to print my business plan, someone gave me a form to fill in. I asked someone to photocopy the form that I just filled in and he said why? I told him I wanted to keep it for my record, so eventually he did it for me.

## **Did they offer advice or help?**

No, because when I asked to speak to adviser they told me you can't at the moment. The adviser will get back to me in three working days. So I agreed with them. However I waited three days, one week, three months and they still didn't get back to me.

## **Did they refer you to someone else?**

No. They said the adviser would get back to you and explain what I should do next. They did not take my business idea seriously.

## **Was the help right for your idea?**

No. Especially asking for the plan straight away, I thought this was not really helpful for young people because if you need to write a business plan first, by yourself, you don't really need their help because you can ask banks to give you some money to support your idea. I understand they need the plan but they should only ask for an A4 paper outlining a brief description of the business idea.

## **What did they tell you?**

They told me an adviser would get back to me in three working days.

### **What could have been improved?**

- *It might be a good idea to train their staff in dealing with young peoples' business ideas because I thought the man who was in charge didn't seem interested. This is based on my experience.*
- *Greet young people in a more friendly way when they go to the office.*
- *Inform the young people if they have changed premises because I had to go twice to the old address and there was not a sign saying they'd moved.*
- *The advisers should try to help young people immediately as soon as young people walk in.*
- *They should not ask young people for a business plan straight away. They should sit down with young people and talk through their idea.*
- *They should help young people like Princes Trust does.*

### **Any other comments**

We think One London could help young people to put down their ideas in a business plan. Because some young people might have a brilliant business idea but they don't know how to write a business plan. In our team we do have some knowledge about business plans, but we know many young people don't know where to start.

## **Connexions visit**

Andre Williams, Peer leader  
Full time drama student  
At college



Date:09/02/07  
Time: 14:45pm  
Acre Lane

## **Intro**

I went in to Connexions to find out what help I could get with my business idea. I pretended and said I wanted to start a designing business. I said I had been kicked out of college and I was on 'on road' and not doing nothing with my life. I gave a different name.

## **Greeting**

I was greeted nicely by a lady who gave me a paper to sign up. And then it took half an hour for someone to see me. I sat and chatted to a girl I knew who was in there.

## **Did they listen**

Then I was seen by a young man who was quite friendly. He asked what I needed help with and I said wanted to start up a designing business designing tee shirts and logos.

## **Did they offer advice or help?**

Yes he offered help.

## **Did he refer you to someone else?**

Yes he said needed to do something with myself and keep myself occupied. He got out a big folder with lots of leaflets in it. And he went through the leaflets. He took out something about a learning centre in Peckham. He told me they did media and designing and computers. This wasn't what I wanted really. He gave me some information on TBG training based in Clapham. Again, this wasn't really what I wanted.

## **Was the help right for your idea?**

No, it wasn't right, it felt like he didn't know what to do with me and he was suggesting that I should do something else.

### **What did he tell you?**

He told me I shouldn't have got kicked out of college and it felt like he thought I was dumb for getting kicked out.

### **What could have been improved?**

He could have told me about design or business courses or what I needed to do to get on a course, or get more information on what I was interested in like fashion, design courses and art. Maybe tell me about part-time courses or places I could do more art stuff.

### **Any other comments**

It felt a bit like he was telling me off for getting kicked out of college. He said I better go to the appointment at the training provider that he set up or else he couldn't help me with anything else. I don't think this was a good way to be with young people.

### **Afterwards**

On a good note, this worker phoned me to check afterwards if I had been to the training place he had told me about. It was good that he checked up on me and stayed in touch.

## **Responses from the organisations who were ‘mystery visited’**

After we did the mystery visits, we gave the organisations the opportunity to respond to what we found out on the visits. This was also a chance for them to discuss our recommendations. This is what happened when we contacted them.

We sent letters and emails to the following organisations in September and again in October. (See letter in appendix 4)

Princes Trust  
Waterloo Job Shop  
Connexions  
Brixton Jobcentres Plus  
One London

The only organisation which responded was One London

We contacted One London after the mystery visit to share our findings with them and ask for their feedback on what we found.

This is the One London reply after we had done the inspection. The meeting with them went really well. They greeted us in a friendly way and agreed with what we said. The man who was in charge before, has now left the job. I met a new person who seems to be the right person for this job. He seems to know what young people want.

This is the email response he sent after I went to see him.

Dear Fisnik

Thanks for popping by today. Whilst disappointed with some of the findings, I accept them as the service that you received. Clearly that is your experience and, as discussed, I have taken steps on a number of the issues raised prior to your visit because I was aware that the issues were there even if not highlighted to me.

In respect of your recommendations:

We have now implemented a much softer approach to the planning need. It was never anticipated that it would be given over as a dictate and needs to be flexible.

The only requirement to see an adviser is that we have an outline of the plan and then we can talk you through your requirements. It appears you experienced an all or nothing service - that is not what we do.

The recommendation about writing ideas will not be one we adopt - our approach is to work with you to bring out the ideas and allow you to express them in the way you want. That way you will always own and be able to present the idea. What does happen is that the plan is built in stages and with the buy in at all times.

Clearly there is an issue of reasoned explanation that lies behind many of your findings and this has been brought home within the office prior to your visit to ensure that we do not adopt a one size fits all approach. Clearly we must deliver the service in the way that you want it and not how we want to do it.

Not contacting you about the plan - totally unacceptable and we have reinstated an old system (they can be the best) of recording plans handed in and who has them. I review this very regularly and chase those concerned.

Princes Trust - they now only cater for a narrow band but I appreciate the sentiments.

I believe we provide a good service to a wide range of Lambeth people whilst accepting your experiences are a real one. I'd like to work with you to attract more young people to consider self-employment as an option and to help develop our toolkit for dealing with young people that will be developed between now and March 2008. I trust that as an ambassador to young people you can help us achieve these very real aims and objectives.

We are committed to young people as our work in the Urban II programme demonstrates with separate funding targeted at young people and our adoption and employment from within communities - this is actually one of the issue here in terms of who provided the direction to you. We also had a specific week of activities for those under 30 separate to our other work.

Once again thanks for your time and now I know you're around we'll be seeing more of each other.

Regards

Liam Hickey

Senior Business Adviser  
GLE One London Business Advice Service South Centre

## **SECTION 4: FOCUS GROUP**

**The team carried out a number of focus group sessions, which enabled them to focus on the organisations which were ‘Mystery Visited’. In the focus groups, they were keen to get feedback from young people on what their experiences had been of using these services. The team were able to identify some key recommendations which are incorporated within this report.**

### **Aim of the focus group sessions**

- **To gain an understanding of how young people feel about the services that are available to them.**
- **What their understanding is of the lead agencies: Connexions, Princes Trust, Job Centre Plus and GLE One London**
- **Show the young people the logo of the organisation: see if they are aware of what they provided.**
- **Find out about any personal experiences good or bad.**

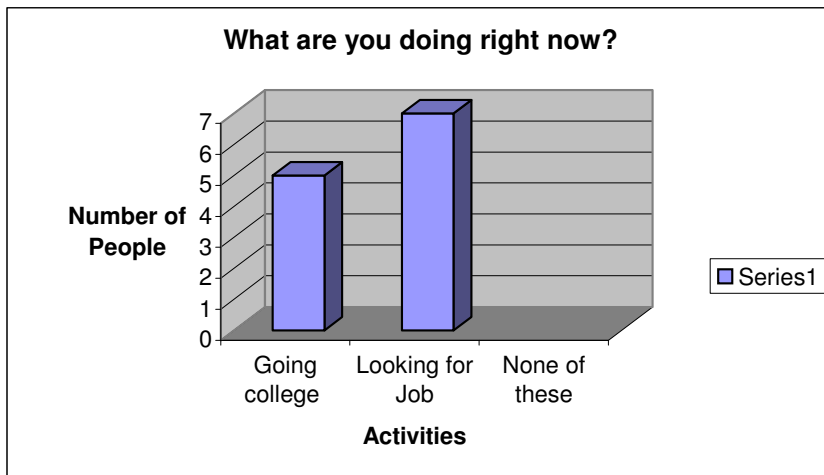
## Focus Group Session 1 TBG Learning.

Two Peer Inspectors visited TBG Learning, which is a training provider in Lambeth, on Wednesday 9<sup>th</sup> May 2007 at 11 am. We went there to do some interviews with young people because we heard that TBG helps young people to get a job or go to college. TBG offers a wide range of courses for young people. We interviewed fifteen young people asking them questions. The research we carried out seemed to indicate that young people benefit from TBG Learning.

TBG Learning South London is located in the Ellerslie Industrial Estate at Lyham Road just off Acre Lane between Brixton and Clapham.

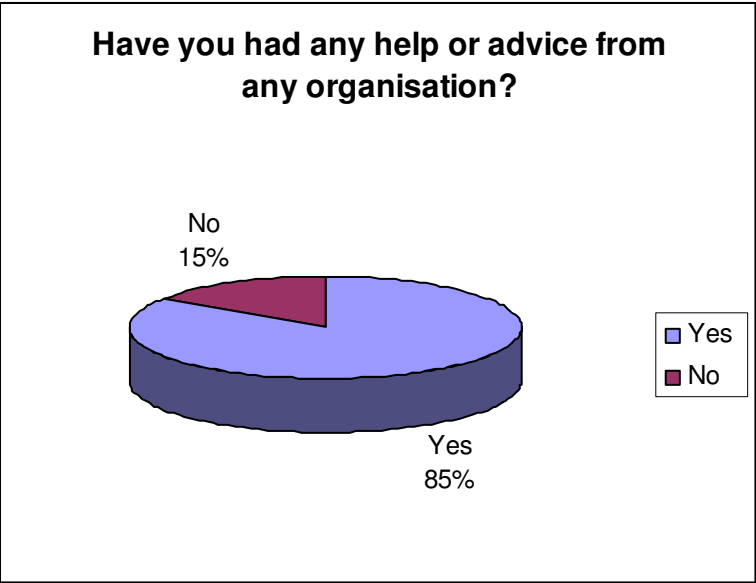
### Questionnaire analysis.

We got 15 young people who attended TBG to complete our questionnaire. This is what we discovered.



*Where would you like to be in two years?*

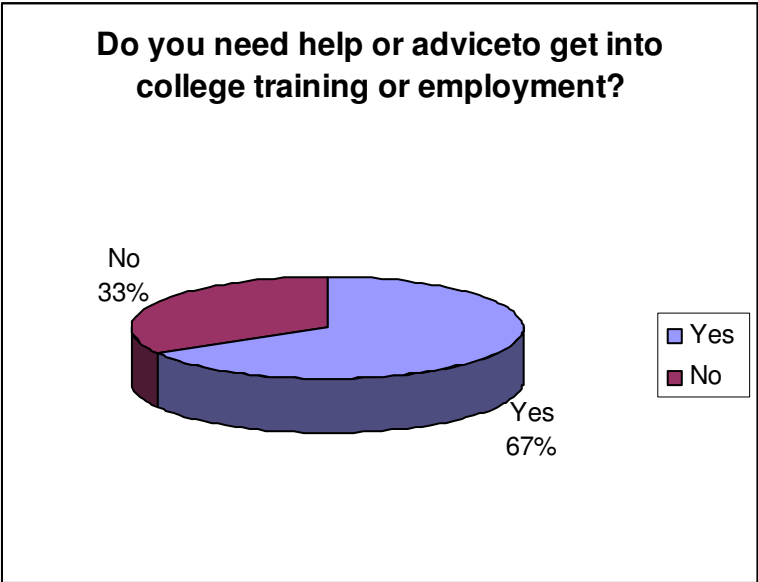
- I don't know (AW age 18)
- I would like to be driving and in a job I truly enjoy (LG Age 17)
- Working (VN age 18)
- Studying IT (CH N age 19)
- In college and working in a company relating to what I am studying (AK age 17)
- I would like to be in university (VM age 17)
- In a full time job doing administration (Age 18)
- Have a good paid job in business administration (NS age 19)
- I would like to have my own business (C age 17)
- I would like to be working towards getting my own business (MSB age 19)
- I would love to be in a steady well paid job and have a car (LC age 18)



*Do you need help or advice to get into college training or employment?*

*If no, please explain why?*

- I know where to go and get information
- I am already attending college and have a part time job
- Because I am in training already and Connexions is where I go to get advice.



If yes please say where? \_\_\_\_\_

We found out that all these young people have had help from Connexions. They said that Connexions linked them with TBG Learning. The responses were mixed that

they gave below. We asked what they thought about Connexions and other organisations that help young people.

*What was the best advice you were given and why?*

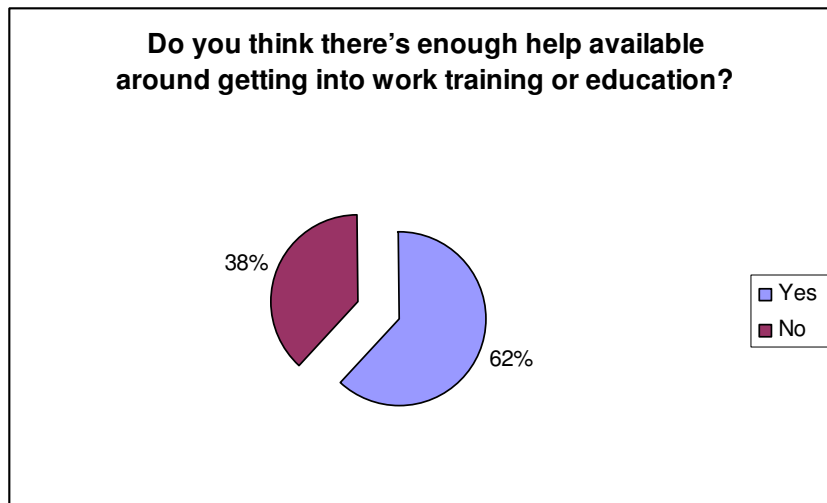
- To search the internet for more information
- To come to TBG Learning and do a course
- How to go about getting into college. I was going to give up
- How to sign up to an agency
- How to get into college. The chance to print out job vacancies and contact the company there and then
- They got me linked with TBG, the college I'm attending now
- Told me about Job Search.

*What was the worst and why?*

- Searching the internet didn't really help because I didn't always find the information I needed.
- They never kept contact with me
- Never have up-to-date information on the notice boards.
- I was told to look on the Connexions board for a job. This was bad because it was always out of date.
- They didn't help because it still didn't get me anywhere

*If it has been hard for you to find a job or access information, what do you think should be done for other young people in the future to easily access information and find a job?*

- More staff helping young people and more places for us to go and look for a job
- There should be more websites for young people
- Find people that help young people specifically
- Have an advisor who you could call with your concerns or worries because it's not easy to get a job, people just treat young people like rubbish.
- I think that the job vacancies should be more commercialised and known jobseekers should be contacted via phone/ text ASAP
- They should not base their views on ones age to offer employment, but should look at ones ability to work, because there are some young people who feel motivated and want to do any kind of job offered to them.
- To sign up in a youth organisation and receive letters saying the vacancy is available and information
- They should put out posters. Connexions should assist each individual to find a job.
- People shouldn't always stereotype young black boys/girls when walking into a shop to hand out their CV's



*If no please explain why and what would you recommend?*

- No, because not all places apply to everyone. There needs to be more places that can help *all* young people
- They could make it more interesting, so people would want to go to work. Advertise more jobs.
- I think more agencies contact numbers and addresses should be made available.
- Because they ask for your CV and don't get back to you, you have no hope of getting work.
- Because young people are still unemployed, I think there should be a youth centre that's run by youths to help others.

### **Our conclusions about TBG**

It was friendly and easy to find. The workers were helpful and they seemed to have a good, positive attitude to young people. They seemed to do a lot of job searching with young people and helping them with this, as well as doing the courses they run. They have good facilities with computers.

They have good up to date information. I think young people will benefit from them because they have good facilities.

## **Focus Group Session 1 ACAPS**

Around 10 young people attended the focus group at ACAPS in Brixton. The young people were aged between 17 – 25 years old and were on a training programme called 'Da Project' which was training them to become Peer Educators to deliver substances misuse sessions to their peers.

This was one of the best focus groups we've visited. Everyone listened to each other and they had a lot to say about the services that they had received in the past.

Wednesday 10 September 2007

### **Princes Trust**

This is what young people thought the Princes Trust had to offer:

- Helps young people
- Business ideas for and from young people
- Funds
- Courses
- Programmes for 12 weeks
- Personal development
- Opening up your own business
- Construction work
- Administration
- Training

One young person's experience was that before he attended the Princes Trust he was involved in drugs and had lots of trouble with the police. At the time he wasn't in college. But now with the help of Princes Trust he's achieved his GNVQ on a foundation course. So he said that Princes Trust had really helped him.

Another young person said he'd never heard of the 'Big Boost' (which is funding that young people can apply for from the Princes Trust)

### **Connexions**

This is what young people thought Connexions had to offer:

- Courses for young people 16-19
- Create benefits advice
- Jobs advice
- Personal advisers

Young people's experience and comments

"No positive outcomes from Connexions"

"Yes they had jobs but didn't benefit me"

One young person thought the service was intensive (?)

“My personal advisor was alright “

“Sometimes the Personal Advisors don't do they job properly.”

“I attended but they just pushed me onto something else which I didn't want or hadn't planned to do”.

“Some young people thought the worker's was rude and off key”.

One young person's experience was that his personal advisor had helped him with his CV

Second young person's experience “I was seen straight away the first time I went”. The next time he attended he had to wait to be seen.

Third young person's experience was that he said it depends on the workers that approach young people. Different workers give young people different attitude and help at different times.

Fourth young person's experience, they said “The service is different. A lot of racism. Black young people receive different service and treatment than other youth's, especially if you're a black male”.

Five young person's experience “attitude from workers to youths is bad because they are helping us they think its right for them to treat you with no respect because or their role.”

As a group the young people said “It's not good the way young people get portrayed. And also “Young people need to sell themselves better towards staff. It's mostly males that create a bad vibe towards the workers and that makes it bad for everyone”.

### **These are the things all the young people recommend**

- Tick off list for all the workers so that they know what their doing
- Customer service questionnaire of the service provided
- Get the workers more busy
- If young people are waiting for a long time, let them know why they're waiting.

### **Job Centre Plus**

This is what young people thought Job Centre Plus had to offer:

- Help young people to get jobs
- Help with benefits
- Give advice on jobs and training
- Sign on
- Service for young people 19-25

One young person's bad experience was that they signed him off and one of the workers told him that they were going to send him information on jobs and training in the post but unfortunately that didn't happen, but he said to us that he felt the whole point of Job Centre Plus is to help young people.

"I wake up early to attend the job centre but I don't feel like I gain or benefit anything".

"There is a certain worker that helps me when I sign on in Brixton but if I go to Streatham to sign on I don't get the same help".

"I think the workers just dress up to impress the workers not to help young people".

### **These are the things all the young people recommend**

- Workers need to be more flexible for young people.
- They need to stop putting jobs available for adults with more experience because young people don't benefit.
- Send more information to young people on open days and security license.
- Needs to adverts things more
- They need to implement a service which is run by accurate young workers.
- They need to have a passion for their job if their heart is not there, why do it.

### **GLE One London**

This is what young people thought about One London

- Never seen the logo
- Don't know about this organisation
- More advertising needs to be done for young people if they are aiming to help youths.

### **Focus Group Session 3 Youth Council Peer Education Team**

Around 16 young people attended the focus group at Brixton town hall with the peer education group, Age's 16 to 21 on a project. This was one of the most challenging we visited because, know one wanted to talk to us about their experience but we did manage to get something from them.

Monday 8 October 2007

#### **Princes Trust**

This is what young people thought the Princes Trust had to offer:

- Charity
- Gives money to young people
- Try to help young people with business idea
- Seen the logo

"Advertisement needs to be publicise more "  
"Find a way to attract more young people".

Yes 4 young people have seen the logo around  
No 12 young people haven't seen the logo before

#### **Connexions**

- Jobs
- Enrol in college
- Peckham centre give advice on benefits sexual health etc
- They go to certain schools and gives advice (health days)

Yes 6 young people have seen the logo  
No 10 young people haven't seen the logo

"Go to more schools and youth clubs".  
"Advertise more stuff for youths".  
"Changed the colours on the logo".

#### **One London**

- No one had ever seen the logo (more advertisement)  
"Don't know anything about this organisation".

#### **Waterloo One Stop Shop**

- "Never seen or heard about this organisation".
- "More advertisement".

## **Job Centre plus**

This is what young people thought the Job Centre plus had to offer:

- Help young people to get jobs
- Help with benefits
- Give advice on jobs and training
- Sign on
- Service for young people 19-25
- Curriculum vitae

“ Needs to be specific that the service is for young people as well”

“ Needs to have more time for youths”

“More experience workers (not security)”

“Work experience for young people”

“Not to make young people wait for too long , let them know the reason if there waiting”.

## Conclusion

We think it is unbelievable that so many young people still have problems with accessing services that are provided for them. And when they do, they don't get the kind of service they want.

- Young people don't always know where to go.
- Sometimes services providers don't do they job proper
- Workers need to be more welcoming and tuned in i.e. listen to young people and what they want.
- More up to date information needs to be available for young people
- More outreach to let young people know
- There should be more consistency in service across the board.

# Recommendations

Following the analysis of all the research the Peer Inspectors have done, the team have come up with a list of key recommendations. They would like the key stakeholders and organisations. that have been mentioned in this report, to take on board and apply these to improve the services they provide.

## **Peer Inspections Teams – Recommendation**

### **Communication**

- Young people should be listened to about the way they want to be contacted i.e. by text, by email, phone call or leaflets.
- People shouldn't assume that all young people know where to access information
- People shouldn't assume that all young people have access to the Internet
- Widely promote all activities that are on offer for young people so this can make them aware and get them engaged because a lot of young people just don't know what is going on in the borough. Communication is always a big problem and work needs to go into publicising and promoting opportunities for young people. Again, this is something young people can help organisations plan.

### **Schools and work experience**

- Get young people involved with companies and organisations to do work experience. There should be more links with business early on. This will help them to find a job more easily.
- More interesting work experience should be on offer. This should be better organised and not just be two weeks in Year 10
- Secondary schools should be more responsible for Year 11 making sure every individual is right on track i.e. make sure every one knows where to go and what is on offer to them.

### **Youth Provision**

- Youth provision could play a much better role in supporting young people getting into education, work or training. They could do this by linking with other organisations such as colleges, training providers and businesses and big companies. They could also do much more to set up mentoring for young people. Youth clubs could run useful courses for young people such as IT, practical skills, CV and communication skills. Youth clubs or centres would be a good place to do this because young people often build up good relationships with youth workers and youth clubs are local and know what the young people are like and what they want.

### **Advice**

- Open advice centres where young people can get help with their CV's and help with employment. The Job Centre does this, but it does not help young people under 18. Connexions is meant to do this, but quite a few of the young people we spoke to still wanted help.
- Organisations that offer advice to young people should make sure they address young people's needs and point them in the right direction and make

sure young people get where they want to be. They could do this by actually employing more young people or even having them as volunteers to get experience. This would give organisations more of an idea of how young people can be contacted and how to communicate effectively with young people.

- If organisations say they are going to help young people, they should follow it up and not just leave them in the dark. They should *always* get back to them and let them know what's going on
- Connexions and other organisations should give out more information to help young people who want to set up their own business

### **My personal statement- Fisnik**

The aim of this project was to find out what stops young people getting a job, going to college, accessing training or setting up their own businesses. The aim was also to find out from organisations what kind of service they provide to young people. We tested this with mystery visits.

Before we started this project I was very excited. We had a few meetings with regeneration to discuss how we were going to find out this information. Part of this project was to develop our skills to manage this project. This was another opportunity for me to learn. I was also interested to find out young peoples' experience of not being able to find a job, going to college or starting a business. I believed this project would find out barriers that young people face and the what kind of service they received from organisations who are meant to help.

We started consulting with young people all over the borough, finding out what is stopping young people accessing services. This was really interesting because a lot of young people say they are not satisfied with the service from organisations. A lot of young people mentioned that organisations don't put young people in the right way of their career. I think it is very important that any organisation offering help to young people should direct young people in the right way because young people are our future.

When young people are not doing anything, it is likely they will get involved in dodgy business, therefore it is very important to give young people positive support and encourage them to achieve their goals.

I have enjoyed working on this project but there were some problems working because when I started there were people who were supposed to do the work, but then they left their jobs. This resulted in delays in our process. Then there was a bit of misunderstanding of the project because the people commissioning us didn't give us clear objectives. However I managed to carry on with the work effectively. In future I would like to work with Regeneration.

On this project I have gained experience and learned skills that I will use for the rest of my life.

### **Skills I have learned**

- Experience of working with young people, learning their issues and experiences of being unemployed
- Planning and setting up a project log.
- Arranging meetings
- Interviewing skills
- Evaluation of the research
- Managing the project and setting up targets
- Emailing and responding to the emails.
- Leading the team
- Working independently
- Research skills such as identifying organisations for mystery inspection.
- Communication skills

- Working as part of the team
- Problem solving
- Mystery visit skills

I hope this report will help people in charge to make decisions and improve the services for young people. I hope this report gets seriously recognised and not just filed on someone's desk.

I would like to see this work develop so that organisations get young people involved in advising them how to run their projects. I would be happy to take on some of this work!

**Fisnik Tahiri**  
**Peer Leader of Peer Inspection team**

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**My personal experience of this project Jessie Kemarie Walker**

I thought this project was very informative and interesting because we found out a lot of issues and experiences that young people face and are still going thought at the moment.

The purpose of this project was to find out what the barriers are that young people experience in finding a job, training setting up their own business and getting into college. We wanted to know all the problems that affect young people in Lambeth, (good or bad) because we wanted to show everyone what kind of service young people these days receive from organisations that are set up to help young people better themselves.

Personally, I think it is very sad that lot young people want to better themselves but they haven't got the support and contacts to guide them on the right path way. This is a big issue that young people need help and support with. It would be beneficial and useful if every one that offers services to young people can all play a part and try to make positive changes and help to improve things for young people in Lambeth, so that the future generation has a stronger foundation.

I would be very willing to help solve these issues as I know what it feels like to not have a job and to feel unsure what to do next in life.

I have enjoyed working for the council but sometimes it has been frustrating when people have left and plans have changed. For future projects, I think we should link with one set worker from Regeneration who sticks with it throughout and there should be good internal structures and commitment from staff and young people to get the work done.

I would like to say I have really enjoyed working on this big project.

Some skills I've learned

- Communication
- Management
- Good practice and trust with young people
- A better understanding of young people's needs

- Working independently
- Overcoming some of the frustrations of working in a team!
- Evaluate and analysis research information
- Arranging meetings
- Interviewing skills
- I've learned how to approached organisations
- Working as a team

Thank you

**Jessie Kemarie Walker**  
**Chair Of The Youth Council**  
**Peer Leader For Peer Inspection Project**

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### **My personal experience Tamara Lopes**

I gained new insight into how different organisations work with young people. I got new experiences such as doing mystery visits and finding out about new opportunities for young people.

I feel proud of being part of this project because I feel like we are giving the youths a voice especially those people who are NEET because no one's speaking up for them.

It is vital that this report needs to be listened to by people in power and acted upon. So that young people can achieve their potential.

**Tamara lopes**  
**Peer leader on the peer inspection project**

Appendix 1  
General Questions taken with young people



1. What are you doing right now?

- Going College
- Looking for job
- Not doing anything

2. If you're not in college are work what stop you from doing it?

- Don't know where to go for help
- Family lack of help
- Waiting to get interviewed

3. Did you know there's a lot of course and training to enrol in?

Yes  No

4. Have you ever tried to look for a job, training are go to college

Yes  No

5. Tell us what should be improved for young people to get easy access to courses and jobs?

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6. Is there anything else you would like to say?

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**TAKE PART AND WIN BIG**

If you answered all the questions and did an interview you could be in with a serious chance of winning an **IPOD SHUFFLE**. Don't forget to put your personal details. Thank you

**Name** \_\_\_\_\_

**Contact number** \_\_\_\_\_

**Age** \_\_\_\_\_ **Female** **Male**

**What area are you from?** \_\_\_\_\_

# QUESTIONNAIRE

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**Male**

**Female**

**Ethnic group**

**Age:**

**Contact no:**

**Email:** [jwalker@lambeth.gov.uk](mailto:jwalker@lambeth.gov.uk) for more info

1. Did you go school/college yes / no
2. Did you finish school/college yes / no
3. What are you doing right now?
4. Where would you like to be in 2 years?
5. What would you like to achieve?
6. Do you need help or advice to get into college, training or employment?
7. Do you know where to go if you need this kind of information? Yes/ no  
Tell us.
8. a. Have you had any help or advice? Yes /no  
b. where from what kind of help connexions princes trust
9. If you answered yes to no 7 what was the best and why? And the worst and why?
10. Do you think there's enough help available around getting into work training or education if there's enough tell us what we need to recommend. Yes / no.

# Checklist

**Introduce yourselves to the workers and young people**

**20 young people:**

- A. North Lambeth**
- B. Clapham**
- C. Stockwell**

**Inspect three projects:**

- A. Education**
- B. Employment**
- C. Training**

**Written reports**

**Make a video presentation**

**Recommendation for improving these services**

**Name of the project?**

**How did you find it?**

**Was it a drop in appointment Yes/No?**

**See you straight away Yes/No?**

**What was the building like?**

**Would you spend time at this place?**

**First impression?**

**Was it easy to find?**

**Are the opening times displayed? Yes/ no**

**Is it inviting for young people how?**

## Workers

**Were you made to feel welcome? (Greet, introduce, friendly etc.)**

**Did they ask you what you wanted from them Yes/No (explain)**

**Yes/No? (Explain)**

**Did they give you right advice/help?**

**Was it useful?**

**What did they tell you?**

**If they couldn't help did they refer you on?**

**What recommendation would you make to improve the service for young people?**

Appendix 4  
Letter to 'Mystery Visited' organisations

Dear

I am writing on behalf of Lambeth Youth Council Peer Inspection team to let you know about a piece of work the Peer Inspectors have been doing. Currently we are working on a project called Young People in Employment and Enterprise (YIPEE). The aim of the project is to tackle barriers that are stopping young people (Under 25 years) from fully participating in the market economy accessing the services provided to help them.

We have been commissioned by Lambeth Regeneration & Housing team to carry out this piece of work. We hope that by doing this we will help to make sure that organisations are offering what young people want. The project has been carried out in four ways:

1. General questionnaires to young people
2. Young people NEET interviews
3. Mystery Shopping
4. Focus group session

We have carried out a 'Mystery Shop' at your organisation, to find out what it's like for young people coming for the first time and find out what the service is like from the point of view of young people. In the past we have inspected youth clubs and because of our reports in some cases they have received extra funding to carry out our recommendations.

We are now in the process of pulling our report together, with just a few more sessions to carry out. We would like to take this opportunity to invite you to a short interview to discuss our findings and give you an opportunity to reply to our recommendation. We will send you a report when it is publicised. This is the opportunity to go through what can be changed to make the service better for young people.

We will be holding an event at the end of October 07 to present the full report to all stakeholders and young people. This will influence future funding and improvements for young people.

If you have any queries, please don't hesitate to contact Peer Inspection Team: Fisnik Tahiri, Jessie Walker or Tamara on 0207 926 2169 or

Yours sincerely

Fisnik Tahiri  
Peer Leader  
Peer Inspection Team

## **ACKNOWLEDGEMENTS**

**We would like to thank Lambeth Council for give us the opportunity to carry out this pilot project and all the organisation that have been involved in the process:**

JANE O'SULLIVAN  
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MELISSA VIDAL  
LOUISE MCNESTRIE  
PAULA GOY  
BEN SKIPP  
IAN FRESHWATER  
IAN PARKER  
COUNCILLOR RACHEL HEYWOOD  
LAMBETH YOUTH COUNCIL MEMBERS  
LAMBETH REGENERATION TEAM  
ACAPS - LAMBETH  
ROOTS AND SHOOTS  
SE1 UNITED  
CONNEXIONS  
TBG LEARNING  
GLE ONE LONDON

**AND WE WOULD LIKE TO SAY A BIG THANK YOU TO ALL THE YOUNG PEOPLE THAT PARTICIPATED IN THIS PROJECT AND MADE IT HAPPEN.**

