



INVESTING IN CHILDREN

Membership Evaluation

Date September 2006

PROJECT NAME Streetwise

PROJECT LOCATION 35-37 Groat Market
Newcastle upon Tyne NE1 1UQ

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SUMMARY OF EVALUATION

Sector Voluntary
Ages Under 25s
Area City wide
Ward

Number of beneficiaries



investing in children

Evaluation for Investing in Children membership:

Streetwise

Streetwise offers free confidential advice and support for young people. A project based in the City Centre of Newcastle.

Streetwise is open every afternoon, and from 11.00 - 4.00 on a Saturday for under 18's only. Young people present themselves at the door, a worker meets them when they come in and are seen by a youth worker as soon as possible. **All individual sessions for young people are confidential.**

Young people are under no pressure, they come to Streetwise for help and support about any problems they have or support that they need. That support may be a one off or more long term if specialized counselling is needed.

Streetwise is a service for young people on their terms, no pressure and no expectations. Feedback about the service is given via evaluation and feedback forms. The workers also put generic questionnaires and comment forms in the waiting room which young people can choose to fill in if they want to.

Please see attached Counselling Service Evaluation Forms. There are two versions, one is mostly words, the second has pictures and is much more visual. If young people want to fill them in, then they have options. These forms provide a way for young people to participate in the ongoing development of the service provided by Streetwise. **All comments and complaints are discussed by the team and feedback given on display boards in the waiting room.** Please see attached forms.

Suggestions for change are given feedback and changes are written up. Complaints are dealt individually and young people receive individual feedback. Compliments regarding the service are also displayed on the wall.

I met with workers and some young people. Rachel Slade, one of the Streetwise Youth Workers told me that **'all services are responsive to the needs of young people and often its crisis intervention when young people turn up at the door.'**

Streetwise staff are always aware that they need to provide the best service they can to meet the needs of the young people who use the service. Through the service feedback and comment forms the Streetwise staff team try to look at the gaps in their provision and try to meet those needs.

Crunk

Over the last year a major new development in the service provided is the 'Crunk' events. Under 18's feedback in to the service from events and comment forms suggested that young black people wanted more safe environments in the city to be able to 'chill' and 'be' in safe social environments, away from adults. Streetwise employed youth workers Fred and Tina to work with a group of young volunteers to organise some events.

The young people

- named the events - **CRUNK**
- designed the cards – **please see example attached.**
- Publicise events by going to places they know young people are.
- chose the music and DJ – **Oscar at one point kept the music going until the DJ turned up, he even brought his own CD's. The young volunteers walk round the event and ask the young people what music they want then ask the DJ's for certain songs.**

- meet regularly to organise and plan the next event.

This is where I caught up with Oscar, Ivan and Shaudi who told me that **these events are going well and as they become more established and well known the better they are being supported by under 18's in the city.**

The group are also doing a mapping exercise via questionnaires at the event. Asking all young people who come what they think of the events, if they have suggestions for any other venues etc.

The group have bigger plans and hope to organise a range of events during the summer, including:

- DJ workshops
- MC-ing
- Dance offs
- Competitions....etc

Other young people feel comfortable in 'doing' things at the Crunk events, such as 'The Ghetto Queens' who perform dance.

One of the young people said the events are so successful because 'we are so popular'. I think the young people and staff team have proved their success by the way that they provide their events being very obviously young people led. The group ensure that cover is provided at the events by adults who do not intrude on the young people's space. All the youth workers wear t-shirts or sweatshirts so that they are easily identifiable by the young people and as we can see it clearly works well.

Surveys

Over the year specialized surveys are carried out to find out if young people's views in relation to certain subjects and activities they might be involved in. Please see attached a Drugs survey and Alcohol survey.

Streetwise can then respond to feedback by changing and adapting their service to better meet the needs of young people. For example:

- **Smoking Cessation Clinic set up in partnership with the local doctors surgeries**
- **Resources – money is made available to develop better resources, this can be through grant money. Resources such as booklets about certain subjects i.e. Abortion. All new resources are created in dialogue with young people. Workers will work with established groups in the city to ensure that leaflets created contain the relevant information that young people require and the format is something that young people like and would use.**
- **Sex Survey – After the 'sex survey' Streetwise is adapting the way the 'C' card is run from the project. New leaflets and posters are being designed in dialogue with young people.**
- **Work in Schools – preventative services are developed in response to issues raised at Streetwise. Workers from Streetwise are currently running 'Young Men's' work in Walker School.**
- **Unaccompanied Minors – Streetwise responded to a need in the city by providing Outreach to unaccompanied minors. Children and young people who have fled their country to find a safer place to live, who need support.**
- **Service User on Management Committee – Spencer is a young man who used the Streetwise service many years ago. Through his own interest Spencer maintained contact with Streetwise as a volunteer and in turn became a member of the management committee. With support from workers, Spencer obtained funding and introduced the Crisis Card. (Please see attached).**

I feel that my evaluation only opens a window into the work that goes on at Streetwise. Streetwise deal with many young people. The service provided is definitely meeting a need for young people in and around Newcastle.

Streetwise are committed to responding to, and providing the best service they can in partnership with they young people who use their service. Due to the confidentiality aspect of the service, Streetwise have to be creative in the way that they involve young people in their service development.

I believe Streetwise clearly demonstrate dialogue and change in their service delivery by being prepared to diversify their service and meet needs and gaps in provision in a variety of ways.

Streetwise has recently been involved with 'Youth Voice.' Youth Voice looks at the service provided and looks at the involvement of young people and give the service their views from a young persons perspective.

These views have been involved in a young people's guide to life in the city. I met with some young people from Youth Voice who were very positive about the way Streetwise provide their service. Please see attached copy of their write up include it the 'Homelessness – a Youth Guide'.

Streetwise is a very busy project, clearly providing valuable and comprehensive service to meet the needs of, and address issues that young people have. I believe that young people are given opportunities to be involved in service development and feedback in a variety of forms is on offer to young people.

Therefore, on behalf of those young people I would like to recommend that Streetwise do become an Investing in Children member.

Fantastic!

Helen Mulhearn
Membership Coordinator
Investing in Children

September 2006