

# *Young Voices Matter*

*Impact Assessment of the Young People's Fund "London Youth Now" project (2009-2014)*

## Table of Contents

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Executive Summary.....	3
Introduction .....	7
Methodology.....	10
Theory of Change: London Youth Now .....	10
Evaluation methodology .....	11
Writing this report.....	12
Internal Evaluation.....	13
External Evaluation .....	20
Analysis and Recommendations .....	25
Appendix A: Youth Advisory Board .....	29
Joining IARS.....	30
IARS Publications.....	31

# Executive Summary

Independent Academic Research Studies (IARS) was funded by Big Lottery under the Young People's Fund (Local Grants) to deliver the [London Youth Now Project](#) (LYN) with the aim of enabling young Londoners and local organisations, providing services to them, to enhance their quality of life. Focusing on fostering a human rights culture where social cohesion and the reduction of hate attitudes are achieved, the project ran over five years.

Over the course of these five years, the project helped to develop skills for young people and enabled them to partake in high quality volunteering opportunities that better prepared them to be more able to participate fully in society as equal citizens. Furthermore, the project worked with local organisations helping them to involve young people in developing and reviewing their policies and practices on hate crime and community cohesion while assisting them to become more conscious and realistic when addressing the needs of young people. The project also helped build networks that allow local organisations and young people to link with existing structures and similar services with the aim of making them more effective when devising and delivering work on hate crime and community cohesion.

IARS was considered to be the right organisation to deliver this work given its history as a youth-led, community born charity. Originally set up by a group of young people, IARS is now known as a leading, international think-tank with a charitable mission to give everyone a chance to forge a safer, fairer and more inclusive society. IARS achieves its charitable aims by producing evidence-based solutions to current social problems, sharing best practice and by supporting young people and the community to shape decision making. As an independent, advocacy organisation we also have a mission to transform young people's lives by enabling them to have a better future, and participate equally and democratically in civic life. IARS' young people learn to inform policies and practices affecting them whether at a local, regional, national or international level. We are dedicated to helping deliver the EU Youth Strategy by "Investing and Empowering" our young people.

This impact assessment reflects on the findings from the 5 year project. It aims to share lessons for anyone working with young people particularly in the areas of equality, volunteering, social policy and social inclusion. The report was written by young people.

This is the Executive Summary of a full report that reflects on the evaluation findings as these were collected throughout the 5 years of the project from 1<sup>st</sup> October 2009 to 30<sup>th</sup> September 2014. Means of Evaluation included ethnographic observations, focus groups and questionnaires with young people and organisations which work with and support them. In addition; the research findings and recommendations have been consulted with IARS' [Youth Advisory Board \(YAB\)](#) to ensure that young people's voices are included in all stages of the process.

Over 477 young volunteers (227 over our contractual target) were engaged in the 5 year period. Over 300 local organisations also benefited from the project. Through an external and internal evaluation of the activities, we can safely claim that while the stated outcomes and objectives were

met (and on many occasions exceeded), there is a long way to go before we see an organic inclusion of young people's voices in:

- society and;
- the structure, delivery and monitoring of services, policies and practices impacting on them.

The reasons for this stretch for simple matters of equality to attitudinal and institutional barriers, perceptions and limitations around resources.

One of the key findings of the project was that its youth-led structure meant that it gave the freedom and flexibility to the young people to steer it, reshape it, deliver it and monitor it according to their understanding and realities. This is a key lesson and a driver for success which IARS will respect and indeed encourage others to consider. While implementing this recommendations organisations and projects need to be genuine about youth involvement meaning that issues around governance, management and reporting must also include youth-led elements.

### **Other Findings:**

There are several other key learnings that can be identified. Some are reaffirmations of what the project had intended to achieve. Recruiting young people has not been a big issue as they want to be involved in projects which help them develop skills; this could be a conscious choice or a sub-conscious one. Young people want to learn and want to be given the chance to do so and also be given the opportunity to volunteer and so by enabling them do so, IARS has learnt that the barriers to their contribution in their community can be lifted and their capacity and desire to develop skills is boundless once they have begun to do so. IARS has observed that recruiting young people is not an issue as there are many more young people looking for opportunities than there are opportunities available. Whilst, in the past five years IARS tried its best to create as many opportunities as possible other organisations should also do the same. Similarly, the networks created between organisations, although largely created by IARS, the success of these relationships are attributed to equal cooperation and the willingness to network by the parties involved, for example more than one-off interactions were key to maintaining these relationships. These learnings are particularly important for organisations working in the youth sector as by making more opportunities available for young people they can ensure that they reach as many young people as possible. In relation to maintaining relationships, youth sector organisations should learn that cooperation with similar organisations is a positive step in achieving their mission.

- ✓ **Training and Skills:** The general reoccurring theme in relation to training and skills development for volunteers was that the project served alternative way to educate young persons on several issues which was described as ***“a great way to engage and get more awareness”***. From our monitoring of volunteers who attended training sessions, we believe that the young people, who were engaged in these sessions, have gained a new found appreciation for the subject matter, such as hate crime and human rights. The young people also appreciated that they were given ***“a chance to express themselves”***. The nature and structure of these sessions was intended to do just so. The approach taken was to gauge their knowledge going into a session, then informing them of the subject matter and then, most crucially, allowing them to discuss how the issue at hand should be (if different from

what it already is). This encompasses a learning element and self-expression element, in to these sessions, leaving volunteers feeling **“Informed”**.

- ✓ **Youth Involvement:** Pre London Youth Now, youth involvement in the decision making process was an uncommon occurrence. IARS has surveyed organisations which it has worked with over the course of the LYN project to ask if they now involve young people and, in short, we have discovered that many of them replied **“Yes”**. This was always followed up with a good explanation of examples where this has occurred. i.e. **“Yes through a steering group.”** Responses such as this give us the confidence to assert that the organisations which have seen the model of the IARS Youth Advisory Board or have received or been directly involved in IARS youth policy research, have in fact simulated our approach to utilising the creative, uncompromised and opinionated views of young people in developing and reviewing our policies, particularly on hate crime and community cohesion. This shows us that not only do these organisations understand how to put this into practice, but they are also electing to follow-through.
- ✓ **Youth Opportunities:** LYN volunteers have been introduced to opportunities to volunteer at IARS in wide range of ways. Most notably our in-office volunteers who were tasked with more than mere mundane tasks with the view that they will develop skills in multiple fields such as research, academic writing, and office work and workshop facilitation. Each of these opportunities brings with it unique skills and some general skills. For the purposes of this report we have paid closer attention to workshop facilitation because our volunteers have be a part of workshops on hate crime and community cohesion. The skills developed in relation to this are skills which better prepare them to carry forward their knowledge of not only the workshop content but also the logistics of how to run a workshop and apply this to any future organisations that they may be involved with. Due to the young age of volunteers, the reach of this is vast as they are likely to be involved with multiple organisations throughout their lives. Young people involved in volunteering opportunities reported that they would consider taking similar opportunities either at IARS or elsewhere.
- ✓ **Linking with youth services:** At the beginning of LYN, there were many existing structures which local organisations should have been utilising, however this was not the case. This can also be said in regards to local organisations being insufficiently linked with similar services. A key aim of LYN was to rectify this and ensure that organisations are better linked with existing structures and similar services. The activities undertaken to carry out this aim have led to a majority of organisations, who have been involved in our projects, reporting that they have established some links with existing structures and similar services. The goal of this is to make organisations more effective when devising and delivering work on hate crime and community cohesion. Through networking and collaboration projects such as the IARS Policy Response Group, the joint enterprise in relation to hate crime policy responses and the collaborative sharing of best practice in relation to community cohesion has undoubtedly increased the effectiveness of local organisations.
- ✓ **Equal Citizens:** Social inclusion of young people has been at the heart of IARS from its humble beginnings. The notion of young people being able to participate fully in society as equal citizens is a common output throughout the LYN projects. Activities such as campaigning, skills, volunteering and involvement in policy and decision making of organisations have carried the idea of the full social

participation of young people as equal citizens and has armed them with the skills to critically evaluate, speak out about issues in society, identify alternative means of social inclusion (digital participation/ activism) and the confidence to express their ideas in regards to how policy and services aimed at young people should in fact be. IARS' survey of volunteers has indicated a positive attitude among young people in that they feel that they are better prepared to participate fully in society as equal citizens.

# Introduction

In 2009, Independent Academic Research Studies (IARS) successfully applied and received a grant from the Big Lottery to carry out a 5 year project under the [London Youth Now \(LYN\)](#) initiative. This document is a report containing the culmination of activities undertaken by IARS from 1<sup>st</sup> October 2009 to 30<sup>th</sup> September 2014.

The London Youth Now (LYN) project was launched in 2009 with funding from the Big Lottery Fund, as a policy, awareness raising and training project. LYN was launched on the back of findings from an IARS research project in 2008 – the Young People’s Hate Crime Project – that explored the causes of race hate incidents in Bradford, Liverpool and London. The LYN project hoped to build on the results on this research, and aimed to engage young people from a diverse range of backgrounds and enable them to promote community cohesion by working together and with local organisations. LYN offered volunteering opportunities to disadvantaged young people from around London – those that were most likely to be excluded from decision making processes and discussions of how youth policies and services for young people are implemented. The project offered young people an opportunity to have their voice heard – an opportunity that they may not have had previously – and to develop valuable attributes and skills, such as teamwork, self-confidence and research skills. LYN also gave local organisations a chance to better understand how to engage young people in the effective development of their services and to better utilise their views and experiences in the delivery of those services. It was hoped that by enabling these services to better reflect the needs of young people using them, they can make the highest possible impact.

## LYN Outcomes

**Outcome 1:** By the end of the project, 250 young people will have developed skills so that they themselves stay safe from harm and help others to do the same

**Outcome 2:** By the end of the project, 65% of 500 local organisations that provide youth services report that they involve young people in developing and reviewing their policy and practice on hate crime and community cohesion in London.

**Outcome 3:** By the end of the project, 250 young people will be involved in 250 volunteering opportunities that will enable 250 organisations in their localities to improve their hate crime and community service to them and their community.

**Outcome 4:** By the end of the project, 65% of 500 local organisations that provide youth services report that they are better linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion.

**Outcome 5:** By the end of the project, 65% of 500 local organisations report that the youth-led awareness raising activities of the project have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them.

**Outcome 6:** By the end of the project, 85% of 250 marginalised young people report feeling more ready to participate fully in society as equal citizens.

LYN worked with young people aged from 15-25 from across London who were aware of the problems facing young people in today's society. IARS engaged these young people in a variety of projects under the umbrella of London Youth Now:

- Youth-led Research Projects – IARS has been working on several youth related research projects throughout the past 5 years. These have included;
  - [Young Mayors Evaluation IARS](#);
  - [Restorative justice and the secure estate: Alternatives for young people in custody](#);
  - [Press Release: New Youth-led Research on Youth Violence on Buses](#);
  - [The false and failed youth justice & equality policy: a new direction](#);
  - [Listening to Young Women in Police Custody - Executive Summary](#);
  - ['Realising Ambition' IARS' Evaluation of the Anne Frank Trust Schools and Ambassadors programme](#).
- Policy Consultations – As part of the LYN project, IARS was committed to delivering 4 youth-led consultation responses every year (20 over the five year period). IARS has in fact delivered 21 responses over the five years of LYN. Examples include [MOPAC Hate Crime Consultation](#), [Gang Injunctions](#), [Immigration](#) and [Police Powers to Maintain and Promote Public Order](#).
- [Policy Response Group](#) – the group works with other organisations, such as The Prince's Trust, The Anne Frank Trust, and StopWatch, to compile joint consultation responses, primarily to Government departments.
- [Youth Voice Journal](#) – an international, multi-disciplinary, peer-reviewed journal that publishes work on youth policy and issues affecting young people. The Journal aims to provide a platform, especially for young researchers and academics, to inform social policy debates and to provide a forum for an international exchange of ideas, with the aim of influencing policy and practice. The Journal aims to encourage and assist young people to have their voice heard.
- [99% Campaign](#) – a youth-led campaign to dispel negative stereotypes of young people, and promote their involvement in the decision making process and society as a whole. A part of this is the 99% Campaign blog which is written and managed by young volunteers. The blog offers a platform for young people to express their views, debate issues, challenge perceptions and promote positive contributions in society.
- [Youth Advisory Board](#) – This is a team of young volunteers aged 15 – 25 from different backgrounds who meet to collectively to scrutinise its work and advise on its strategy, research findings and adopted methodologies. They provide an uncompromised youth perspective into IARS. Since beginning of the LYN project the YAB have been very active in it

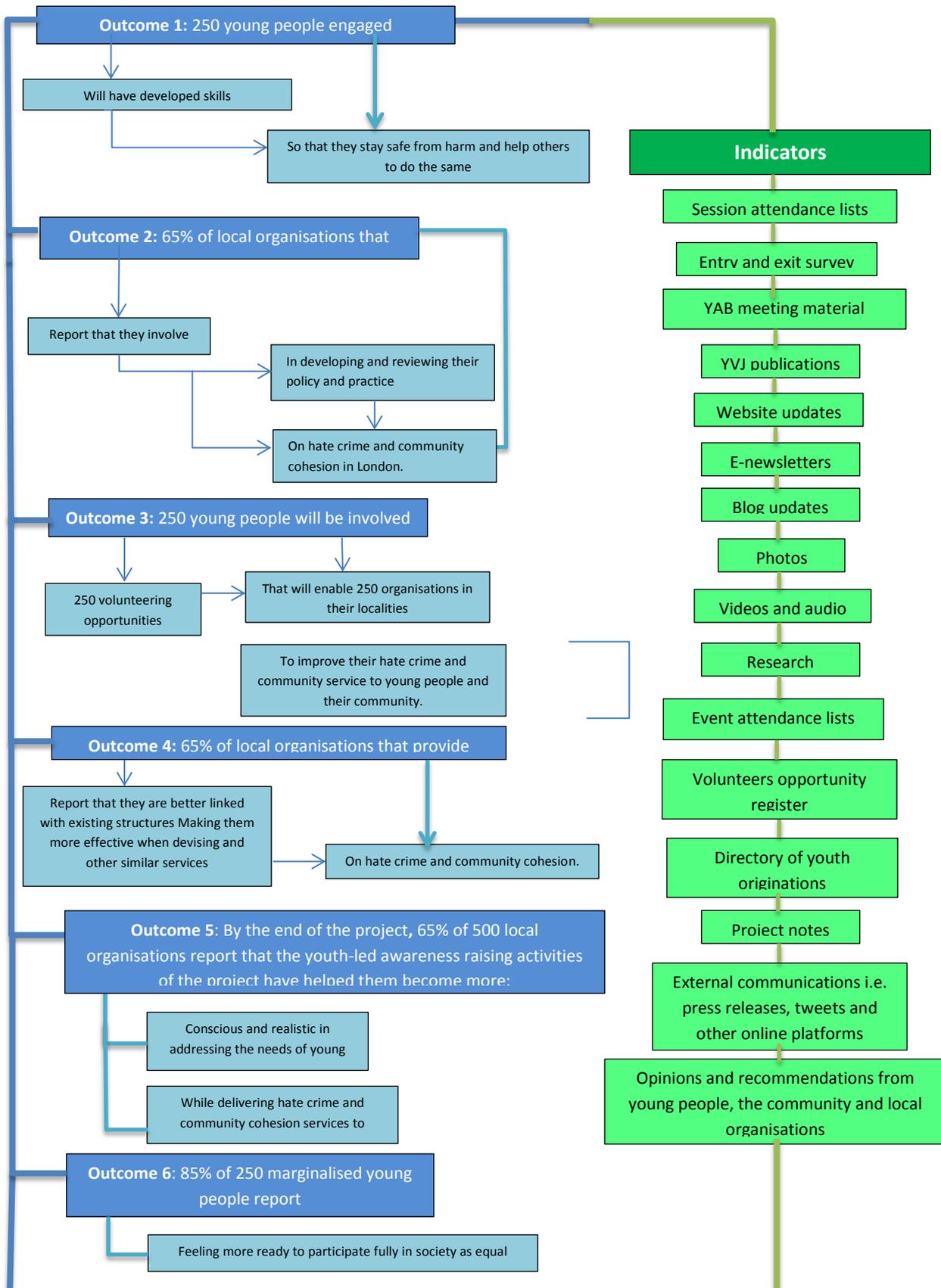
and have also been a big part of this report, their contributions have been recognised throughout.

This document will incorporate IARS' project research and examine each of these targets and analyse how well the project has met these aims, and the key themes within each one, looking at the annual reports and other documents from the first four years and the documents and reports from projects run so far in its fifth year and taking into account relevant methodology, data analysis and fieldwork evaluation and research. From this, it will be assessed as to whether or not the LYN project can be deemed to have successfully met the criteria it was given at its inception.

# Methodology

We used the Theory of Change to measure the impact of LYN's outcomes, outputs and activities with young people and organisations. The chart below illustrates our ToC for LYN.

## Theory of Change: London Youth Now



This section of this report, seeks to outline IARS' methodology which applied in order to evaluate the LYN project. It also reflects on how this report was written.

## Evaluation methodology

When evaluating outputs and outcomes, we draw findings using the following methods

### Internal evaluation tools:

- Workshop Feedback Forms used to gauge the **impact of individual sessions** and gain an insight on **how to improve based on the user's experience**
- Volunteer entry surveys which pick out the **volunteers' past experiences** in volunteering and what **their expectations** are going into an opportunity to volunteer
- Volunteer exit surveys which are a **reflection of the volunteers' time at IARS, feedback for IARS to build upon** and a **means to gauge the impact on the volunteers** (when considered parallel to the entry survey)

### External evaluation tools:

- Survey which targeted individuals and organisation about their experience with IARS in order to **identify the benefits** to them through relationships built during LYN.
- The survey was disseminated, via **hard copies at our events**, to individual young people and local organisations.
- Also the **link to an online version on survey monkey** was disseminated to our contacts via email to individuals and organisations.

### Youth Advisory Board (YAB):

- This was an independent body that was held during the lifetime of the project focusing on quality control, management, monitoring and internal policies such as Volunteering Policy. It conducted meetings e.g. in order to allow the YAB to **evaluate key aspects of LYN** and **provide a youth perspective to the evaluation process**

Findings from annual project monitoring reports drafted by IARS at the end of each project year (September) have contributed to significant reviews of the original programme, its Theory of Change Model, evaluation approach and tools. Also, due to the developing needs of young people, as seen from feedback forms collected directly from the young users, IARS tailored its project at each stage of delivery to accommodate any change in needs i.e. changing the feedback forms to incorporate a questions which seeks to identify in what way the users would like to be engaged i.e. the focus of a certain session.

As a user led organisation, IARS runs a sub -user group which applies a youth perspective to IARS projects. Formed under the LYN project, [The Youth Advisory Board \(YAB\)](#) reviews and comments on IARS projects and evaluation (see [Anne Frank Trust Evaluation](#) in which the views and comments of

the YAB were a prominent part). The YAB have been essential in reviewing individual sessions delivered to volunteers and providing an insight of how they would like sessions to be run in order to achieve maximum benefit, this was done by YAB members attending sessions and weekly session planning meetings.

For example in regards to weekly session planning meetings, a YAB member attended two such meetings. On the second occasion they were directly involved in planning the session and creating the session materials and assisted the projects officer in delivering the session. This YAB member was then able to report back to the Board who identified that this could be something that IARS should be seeking to do more often as the YAB get an actual view of what their influence on IARS projects actually achieves, which can then be used for evaluation purposes.

### **Writing this report**

This Report has been written entirely by [Andre Demushi, IARS Projects Coordinator \(youth\)](#) (Lead Author) and James Quinlan, IARS Intern (both are young people). This report incorporates the project research, carried out by the two of us, into the last 5 years of the project. The evaluation of this project was also carried out by us using all resources available at IARS, so that we may produce an accurate account of the methodology, project delivery, and monitoring and self-evaluation information to be included in this report. Also, the Youth Advisory Board was included as an aid to evaluating the project outcomes and thinking about what could have been done differently.

# Internal Evaluation

Using our Theory of Change, we were able to compare the actual impact of the project against its stated objectives. Below is a detailed breakdown of what has been done to achieve change under each outcome through each year of the project. The YAB were presented with this and their thoughts and opinions have been included throughout this section. The tools that we used were:

- Workshop Feedback Forms used to gauge the **impact of individual sessions** and gain an insight on **how to improve based on the user's experience**
- Volunteer entry surveys which pick out the **volunteers' past experiences** in volunteering and what **their expectations** are going into an opportunity to volunteer
- Volunteer exit surveys which are a **reflection of the volunteers' time at IARS, feedback for IARS to build upon** and a **means to gauge the impact on the volunteers** (when considered parallel to the entry survey)

## **Outcome One – 250 young people will have developed skills so that they themselves stay safe from harm and help others to do the same**

One of the central aims of the London Youth Now project was to work with disadvantaged and under-privileged young people and to offer them opportunities that may not have previously been available to them. One of the keys to this was allowing the young people with whom we worked to develop skills and attributes to enable them to contribute to community cohesion and also to enable them to avoid sources of harm from which they may previously have been at risk.

In each year of the project so far we have engaged young people in volunteering opportunities, aimed at improving the skills necessary for further education and employment, and also in training sessions, which specifically targeted certain topics to give the young people a better understanding of those areas. For example, in the second year of the project, we offered six training sessions, attended by 61 volunteers, which looked at the following topics:

- [Active Citizens Training](#)<sup>1</sup>
- [Ethical Fitness Training](#)<sup>2</sup>
- [Police Powers](#)
- [Employment Law](#)
- [Housing Law](#)
- [Qualitative Research Methods & Quantitative Research Methods](#)
- [Human Rights](#)

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<sup>1</sup> The Active Citizens Training sought to promote a sense of belonging by exploring the concept of citizenship from the perspective of young people through reflective, team building exercises. It also aimed to improve understanding of the principles underpinning the UK constitution. It aims to encourage young Londoners to positively engage in public and civic life within their local community.

<sup>2</sup> Ethical Fitness relates to young people engaging with their society and the world they inhabit, and how they feel about it. The training required participants to think about what makes them hopeful and gives them concern in society, what values they feel to be essential parts of civil society, and to try to think of an ethical dilemma that they have faced in their personal lives. The training aimed to equip the participants with the skills and methods to tackle ethical dilemmas and to confront issues by encouraging them to recognise why ethics are important, to understand trust and issues relating to it, and to analyse and resolve dilemmas.

In each of the four years of the project we have exceeded the number of volunteers set out in the milestones from the beginning of the project:

In each of the four years of the project we have exceeded the number of volunteers set out in the milestones from the beginning of the project and although year five has not come to an end yet, we have also surpassed the milestone targets and also emulated the success in year two.

- Year One – 63 volunteers – 13 over the target
- Year Two – 123 volunteers – 73 over the target
- Year Three – 82 volunteers – 32 over the target
- Year Four – 83 volunteers – 33 over the target
- Year Five – 64 volunteers (126 including repeat volunteers) –14 over the target

Therefore, we have greatly surpassed the total required over the five years of the projects' existence as we have recruited 477 volunteers (227 over the target for the project as a whole, almost double).

The recruitment of volunteers has been a particular strength of the project to date, with particular success in Years Two and Five when we more than doubled the targeted number of volunteers. This has enabled us to develop the skills of over 249 young people in those years alone, and a total of 477 over 5 years, with the notion of allowing them to better contribute to their local areas, to community cohesion, and to tackling hate crime. Through their volunteering opportunities, the young people have gained knowledge and awareness of the responsibilities and expectations of a workplace, and developed skills which will benefit them in their futures and help them participate fully in society should they wish to.

Alongside the volunteering opportunities that have been provided, we have also offered training sessions on a variety of topics, to enable them to improve or learn new skills which can then be put into practice through volunteering or through their daily activities. As mentioned above, in the second year of the project we hosted six training events which were attended by 61 young people – 95% of those who attended the sessions said that their knowledge had substantially increased. The trainings sought to provide a solid understanding of issues relating to rights, responsibilities and civic engagement. In Year One of the project, thirteen young people formed the Youth Advisory Board, which allowed them to develop leadership skills and to design their own research projects. This group also received training on several issues, such as team building, housing and unemployment. They were able to draw on this knowledge in their research projects and use it to influence their findings which will equip others to keep themselves safe from harm. As the annual report from Year three states:

*'Whilst it has not been possible for us to directly ask about young people's ability to stay safe as a result of participation in LYN activities it is clear that the skills they have developed through the programme have improved their resilience and thus their ability to stay safe and to help others to do the same.'*

In Year One, two young people undertook a research project into the Rights and Responsibilities White Paper, which included holding focus groups with young people, enabling young people to better understand the skills needed to keep themselves safe from harm – particularly in relation to

understanding their legal rights. Further to this, in Year Five the YAB held two meetings specifically to discuss consultation responses consisting solely of their views in regards to [Hate Crime](#) and [Immigration](#), which were published by IARS and disseminated through IARS' networks. Here the YAB commented that because their views were to be disseminated wholly and unedited, they felt an extra responsibility to be articulate as they were not to be 'spoon fed'.

**Outcome Two – 65% of 500 local organisations that provide youth services report that they involve young people in developing and reviewing their policy and practice on hate crime and community cohesion in London**

A central part of the work of the London Youth Now project work has been to improve wider practice within our own and other organisations, encouraging them to increase their involvement of young people in policy development. We have several routes through which we have sought to attain this goal: events, the Youth Voice Journal, and digital communications (e.g. e-newsletters). These routes have enabled us to contact and interact with a variety of individuals and organisations, including the dissemination of our research and insight into youth policy and best practice for working with young people. In doing this, we have been able to encourage the development of youth-led approaches in other organisations and sectors.

In the first year of the project we held the *Youth Into Policy* event, which saw the launch of London Youth Now, attended by 54 delegates and stakeholders from the Home Office, Metropolitan Police and Ministry of Justice. Presentations were given by young volunteers from London Youth Now on the value of youth-led research. From the evaluation forms from the event, we can see that of the attendees, 90% felt that the event had raised their awareness of youth-led policy work, and all of those in attendance spoke of the positive impact of listening to the work and experience of young people.

The third year saw the inaugural Research and Leadership Awards, set up in the aftermath of the riots which took place in the summer of 2011, to celebrate the work of young people within their local community. All of the 43 delegates at the event commented on the value of learning first-hand from young people about how they had been effectively included in developing and reviewing policy and practice. On top of this, each of the delegates said that the Awards should be made an annual event, reinforcing the value they placed on the learning they gained from the event.

In September 2013 – Year Four – we hosted a youth-led event on hate crime. The event brought together young people with representatives from local organisations, including local councillors and experts in the field of hate crime. The aim of the event was to increase the young peoples' knowledge and understanding of the area of hate crime, and for them to gather information to contribute to the writing of a policy response on the extension of hate crime legislation. In the fifth year of the project, we held a youth-led event at the Houses of Parliament focusing on youth unemployment and its long-term effects. The event brought together 120 young people with representatives from local youth organisations and MPs. The event allowed the young people to question and engage directly with policymakers and to communicate their views directly.

In March 2014 – Year 5 – IARS hosted the joint LYN and 99% Campaign Parliamentary event, exploring youth unemployment impacts and opportunities. The event was attended by over 140 young people and representatives of organisations which work with young people and 3 MPs (one of which is a Cabinet Minister). The result of this was the drafting of the Youth Unemployment Policy Brief which contains propositions directly from young people in attendance of the event with the view that we would gain further support from MPs with the end goal of incorporating this youth-led, bottom up document into future policy in relation to youth unemployment

The Youth Voice Journal allows us to publish and promote the work of young researchers and research into youth policy. It is a vital part of our work to promote young people and their experiences, and to seek to increase the involvement of young people in policy and decision-making processes.

Year Two of the project saw the printing and dissemination of the second printed edition of the Youth Voice Journal and a further issue of the Journal. The contributions to the Journal included a youth-led assessment of mental healthcare provision to young women in police custody in Tower Hamlets and Hackney, as well as a youth-led investigation into how young people could be encouraged to more-readily report anti-social behaviour on public transport on their way to and from school.

As well as our events and the Youth Voice Journal, we have sent out regular emails and newsletters to other organisations and individuals to keep them up-to-date with key youth policy issues. Our target for email communications was to produce ten per year reaching 100 local organisations. We have consistently over-achieved on this target. In the second year of the project 469 organisations subscribed to our *Research and Youth Policy Digest* which updates the recipients on youth policy issues and of the work and progress of our volunteers. In both the fourth and fifth year, our emailings have reached over 1600 organisations and individuals, and we have estimated that around 10% of this number will have sent our communications on to their own contacts.

The work we have done points towards the attainment of this outcome, this has been measured by; two spot checks during the project – in Years One and Four – of the organisations we work with but these only targeted a sample of them – 30 organisations in Year One and 20 in Year Four. These spot checks have proved to be positive in showing that all of the organisations we spoke to had, in fact, moved to involve young people in developing and reviewing their policy or were looking at a way in which to do so. In order for us to judge our success in meeting this criteria we have contacted the organisations we have worked with to see what impact the project has had on their work and structure; and also in Year 5 we conducted an external survey of organisations that we have worked with to get a qualitative response as to what extent young people are involved in developing and reviewing their policy (see data display below). In relation to this, the YAB took into consideration the answers to the survey and concluded that the examples given by the organisations do in fact resemble what IARS does with the YAB.

**Outcome Three – 250 young people will be involved in 250 volunteering opportunities that will enable 250 organisations in their localities to improve their hate crime and community service to them and their community**

As we have seen already, we have already well-exceeded our targets for volunteers before the end of the project's five-year period:

- Year One – 63 volunteers – 13 over the target
- Year Two – 123 volunteers – 73 over the target
- Year Three – 82 volunteers – 32 over the target
- Year Four – 83 volunteers – 33 over the target
- Year 5 – 64 volunteers (126 including repeat volunteers) –14 over the target

We have also well-exceeded the target for volunteering opportunities:

- Year One – 72 opportunities
- Year Two – 161 opportunities
- Year Three – 143 opportunities
- Year Four – 167 opportunities
- Year Five – 125 opportunities by 94 volunteers

In total, over the five years of the London Youth Now project, we have recruited 445 volunteers and offered 568 volunteering opportunities. These opportunities have been varied both in length and in subject. They have ranged from working with IARS and the 99% Campaign to working with members of Parliament to joint research projects with other organisations, such as the Metropolitan Police, to speaking at panel events. Some Volunteers were given multiple opportunities throughout their engagement with IARS.

The work that the volunteers have done on these projects has been disseminated to the organisations on our mailing lists (the number of organisations involved is noted in Outcome Two) and this has contributed to the sharing of information and best practice around the topics. Much of the work done by the volunteers in their opportunities, contributed to the writing of reports or policy documents, which were shared among related organisations and also submitted to the host body.

We have been able to recruit and engage a large pool of young people in a wide range of opportunities as part of our delivery of London Youth Now. Our robust system of volunteer outreach has proved successful and has meant that we have been able to offer volunteering opportunities to young people from across London with a variety of backgrounds. Our existing volunteers policy has been shaped by 10 years of experience in working with volunteers and has become a policy which helps volunteers at any cost.

**Outcome Four – 65% of 500 local organisations that provide youth services report that they are better linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion**

Much like Outcome Two, our success in meeting this outcome has been determined by our two spot-checks and our end of project external survey. There are certain, other, steps we have taken over the course of the project in order to meet this outcome;

- **In the first year** of the London Youth Now project, we set up the youth-led Sector Policy Forum which brought together fourteen organisations, to discuss issues and share information with each other each member of the Forum reported the value they found in being connected with similar organisations, to support each other in devising and delivering their work.
- **In Year Two**, we spoke to individuals from 22 organisations with which we work, to gauge the impact of their relationship with London Youth Now – all reported that they had benefitted from the relationship.
- **Year Three** saw the creation of the Policy Response Group which provides valuable opportunities for local organisations that provide youth services to be better linked with other similar organisations and service providers. The Group acts as a platform for stakeholders in the youth policy and voluntary sectors to formulate joint responses to current government consultations. We have worked with 18 organisations this year, in the writing of three joint responses. The Group has given these organisations an opportunity to become better linked with other similar local organisations. The work of the Group has also been widely disseminated to other groups, who have also been able to learn from the work we have done.
- **In Year Four** we continued the work of the Policy Response Group and expanded on the previous year's work. We engaged 19 organisations in its work and co-wrote six consultation responses, which were disseminated to all of the contacts on our emailing lists.
- **In Year Five** we have completed two joint consultation responses – one on the Home Office policy of gang injunctions – with involved ten organisations and another on the Mayor's Office for Policing and Crime with HEAR the LCVS (IARS gave a youth perspective) and several other third sector organisations who contributed to HEARS. These have all been sent to the organisations on our mailing lists.

**Outcome Five – 65% of 500 local organisations report that the youth-led awareness raising activities of the project have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them**

Again this is an outcome which can be judged by an end of project, external survey of organisations, the details of which can be found in the data display section of this document.

Through the dissemination of reports and other work, we have been able to raise awareness of the project and help other organisations to meet this target. At our annual conference in the third year of the project, 77% of the 71 organisations which attended reported that they would consider changing the way they deliver services, including those to young people. This key outcome from the event is indicative of the impact of our activities on helping local organisations to become more conscious and realistic in addressing the needs of young people. In Year Four we hosted our second Research and Leadership Awards. The evaluation forms from the event reflected the positive impact our work had had. 85% of the attendees said that it had inspired them to advocate for a better understanding of the role of young people in the community and their work.

**Outcome Six – 85% of 250 marginalised young people report feeling more ready to participate fully in society as equal citizens**

Following on from the information provided under Outcome One, we have provided training and volunteering opportunities to young people in order to improve their skills and increase their knowledge and awareness of issues and law. These opportunities have also led to increased self-confidence among our volunteers and a sense of greater cohesion with their community. Whilst the opportunities we have provided have benefitted our young volunteers greatly, there is no record of whether or not the young people involved would qualify as “marginalised” – this is something that needs to be addressed. The outcome is another one that requires assessment at the end of the project, but from the previous annual reports there is no mention of the status of the young volunteers; it simply seems to have been assumed that they all qualify under this “marginalised” tag.

Also, all volunteers are required to complete equality and diversity forms which include a section where the volunteer can identify themselves as “marginalised” or not. We have found particularly in the final year of the project that young people have become less inclined to state that they consider themselves to be marginalised even though the information that they have submitted about themselves may suggest differently. This could be either because; they do not want to be labelled as “marginalised” or “disadvantaged”; or they are unsure whether they are able to class themselves in that category. One volunteer wrote:

***“Yes- if young people count in this category”***

This shows the need to further develop young peoples’ understanding of what it means to belong marginalised or disadvantaged group. Also when asked about this specific issue the YAB commented that the way the question is posed to the volunteers is essential and it cannot assume that the person fully understands what a disadvantaged person is.

# External Evaluation

This section displays the findings from using **external evaluation tools namely:**

- End of the project survey which targeted individuals and organisation about their experience with IARS in order to **identify the benefits** to them through relationships built during LYN.
- The survey was disseminated, via **hard copies at our events**, to individual young people and local organisations.
- Also the **link to an online version on survey monkey** was disseminated to our contacts via email to individuals and organisations.

We present these findings according to the project outcomes in the following areas:

- 1. Young people – Development of skills so that they stay safe from harm and help other do the same**
  - Increased knowledge of their rights and how they can seek help
  - Developed specific skills
  - Developed general skills
- 2. Local organisations – Involve young people in developing and reviewing their policy and practice on hate crime and community cohesion**
  - Increased understanding of how to engage young people in their operations
  - More open to being youth/user led
  - Ensuring a system of confidence in young people in relation to community cohesion by taking into consideration their perspective
- 3. Young people – volunteering opportunities which will help their local organisations improve hate crime policy and community service.**
  - Increased awareness of how to work in order to be successful in gaining transferrable skills which can benefit their local organisations
  - Increasing their desire to take advantage of volunteering opportunities at IARS or other organisations
- 4. Local organisations – are better linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion**
  - Linked with existing structures and similar services
  - This makes them more effective when devising and delivering work on hate crime
  - This makes them more effective when devising and delivering work on community cohesion
- 5. Local organisations – youth led awareness raising activities of the project have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them**

- Majority report that their youth led activities have helped them become; more conscious and realistic in addressing the needs of young people while devising and delivering hate crime and community cohesion services

#### **6. Young people – ready to participate fully in society as equal citizens**

- report feeling more prepared to participate fully in their community
- Increased confidence and a sense of greater cohesion with their community

In the life span of the London Youth Now project; the training of volunteers to develop skills, particularly with an emphasis to help them stay safe from harm; and workshops on hate crime and human rights including stop and search were instrumental to achieving change. To be able to reflect on this work, IARS collected statements from the young volunteers throughout the different stages of the project. This provided us qualitative data in order to best demonstrate the achievement of our outcomes we have also surveyed young people and organisations that we have worked with in the 5 LYN. The results of which are shown below.

In our training projects we aimed to deliver a programme that was as engaging and active as possible. They felt that:

***“Young people had a chance to express themselves and the activities were a great way to engage and get more awareness of hate crime policy.”***

As well as focusing on awareness rising, our training workshops are designed to be informative and detailed. This allows for young people with different amount of knowledge to gain the same level of understanding from the workshop. A young attendee commented:

***“I really liked learning about hate crime laws – I didn’t know anything before the workshop. We went into a good level of detail through interactive activities.”***

In our external survey of organisation that we have worked with, it was apparent that the participating organisations had adopted certain practices which IARS sought to highlight within the LYN project. When asked, how they consider young people’s views when designing policies and practices for them, they responded:

***“Yes we have a youth council that tests our services. We also have regular user surveys where young people get to feedback on their experiences when using services or engaging in activities”***

This is very similar to the IARS YAB which was formed as part of LYN in the first year of the project. In relation to this, a theme began to emerge as organisations who responded to this question mentioned common examples of how they involve young people in their decision making processes. These are also very similar to the practices which IARS has perfected over the 5 year project:

***“Yes, that’s exactly what YEB is about. Acting on young people’s opinions, ideas and thoughts”***

***“Yes - we capture input from young people through focus groups, market research and voluntary opportunities.”***

***“Yes, evaluation, constant feedback, focus groups”***

***“Yes through a steering group.”***

***“Yes, mainly through our steering group, a core group of young people who meet monthly to plan projects and give their feedback and ideas for our work... participants in our programmes are asked to fill in evaluation forms, and their answers help us shape future programmes.”***

From our constant monitoring of volunteers, it is possible to see that ; volunteers have learnt transferrable skills, especially in relation to working in an office environment which is an invaluable skill that prepares them for life outside of IARS and into other organisations. Our volunteers have also been introduced to a wide range of social cohesion sessions such as a workshop run by LYN alongside the 99% Campaign and delivered to volunteers from, the NCS provider for London, Challenge. The session focused on social inclusion through digital campaigning and digital activism. Participants were asked to complete the standard feedback forms and also an alternative means of session evaluation which involved them using a single word to describe how they felt at the end of the session. They came up with:

***“Interested”***

***“Informed”***

***“Engaged”***

***“Dandy”***

It is imperative that skills gained through volunteering at IARS are put to use and not squandered. At our Third Annual IARS Research and Youth Leadership Awards Ceremony, young people were surveyed in which they were asked ‘Would you take advantage of similar opportunities in the future?’ (In relation to volunteering). **60.87%** of young people who answered the survey reported that they would, **28.26%** said maybe. That means **89%** of young people surveyed would at least consider volunteering again.

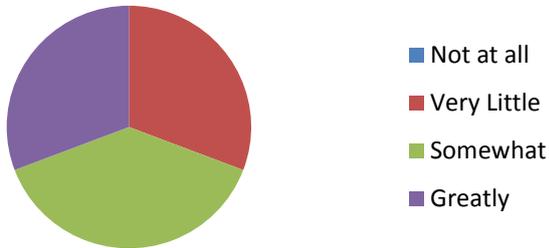
This was the expected reaction as feedback from volunteers indicates that they have enjoyed their time at IARS. One volunteer expresses what they liked from the experience:

***“I have gained in confidence and was pleasantly surprised that I found it easy to work in a team with the other volunteers. Everyone was very friendly and motivated.”***

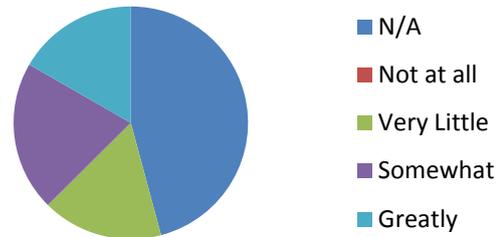
IARS’ work with other organisations, has, through the last five years of LYN, i.e. youth-led Sector Policy in Year 1 and the creation of the Policy Response Group in Year 3, made significant progress in linking local organisations with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion.

When surveying organisations that IARS has worked with, we asked: 'To what extent is the following applicable to you?'

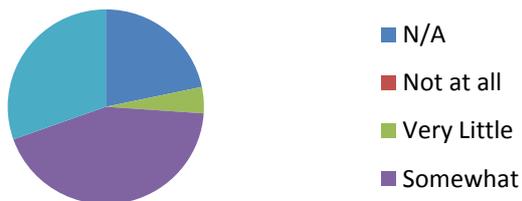
**You are better linked with existing structures and other similar services.**



**You are more effective when devising and delivering work on hate crime.**



**You are more effective when devising and delivering work on community cohesion.**



From this we can see that the majority of local organisations (at least the ones which responded to the survey) are greatly or even somewhat linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion.

Similarly, organisations were also asked, "To what extent is the following applicable to you? - Your youth-led awareness raising activities of your projects have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services." 30.43% reported it was 'greatly' relevant and 26.09% reported that it was 'somewhat' relevant. Therefore 56.5% of organisations reported that their youth led projects have helped them gain at least some appreciation of the importance of addressing the needs of young people while delivering hate crime and community cohesion services.<sup>3</sup>

The Young people that have been engaged with IARS over the course of the project have been engaged in a manner which seeks to enable them to participate fully in society as equal citizens. Young people were surveyed and were asked "following your engagement with IARS, do you feel more ready to participate fully in society as an equal citizen?" 89.47% of the young people answered yes, after their engagement with IARS, they felt more ready to participate fully in society as an equal citizen.

Over time IARS has accrued a vast contact list of organisations and individuals that it has worked with since its initial establishment over 10 years ago. These relationships that were built were used to achieve the outcomes under LYN. New ones were also built that will last with IARS into the future. As previously mentioned, to obtain the data that has been displayed, IARS Surveyed volunteers and

<sup>3</sup> Please note that 34.78% of organisations surveyed answered that this question was not applicable to them in any way because their organisation is not concerned with hate crime or community cohesion

organisations that have been involved in the 5 years of LYN. To obtain this data IARS collected survey results by handing out questionnaires at our Annual Research and Youth Leadership Awards ceremony which was attended by young people and representatives from organisations that we have worked with. We also used 'Survey Monkey' to create it so that we could share it easily with all our contacts in our mailing list which consists of around 1699 organisations and individuals calling for any person or organisation that has worked with us in the past 5 years to complete. In total we received 55 complete surveys on which to base our data. The YAB asked 'why so few', and the answer is simple, IARS has no control over who responds and who doesn't, and also it is difficult to get organisations that we worked with at the beginning of the project to respond as we found that contact had been lost due to staff changes at some of those organisations and staff changes at IARS. The majority of respondents were from people and organisations that we have worked with in Year 5 because the contact links were still alive and fresh.

# Impact Analysis and Recommendations

This section highlights and reflects on the preceding methodology, project delivery and internal and external evaluations sections of this report, with a view to identify recommendations for IARS' future youth project endeavours and to provide an understanding of the challenges faced within the different outcomes and make recommendations which can be used by organisations reading this report.

This report draws conclusions and recommendations based on the evidence from IARS' monitoring, internal evaluation and external evaluation methods. It is plain to see that the 5 year Big Lottery funded London Youth Now has been a success in relation to; recruitment, training and developing skills for young people to help them and others stay safe from harm; change attitudes of local organisation in regards to involving young people in developing and reviewing their policy and practice on hate crime and community cohesion; young people having developed skills through volunteering opportunities which will help their local organisations improve hate crime policy and community service; local organisation being better linked with existing structures and similar services making them more effective when devising and delivering work on hate crime and community cohesion; local organisations reporting that their youth led awareness raising activities of the project have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them; and young people feeling more ready to participate fully in society as equal citizens.

The recruitment, training and skills development of young people<sup>4</sup> has proved to be a relatively successful process as every year IARS surpassed its yearly project milestones with regards to this numbers (by over twice the target on one occasion). This has led to the cumulative total, over the five years of, being beyond that of the agreed target. In terms of the quality of the output (the development of skills), it is evident from our monitoring of volunteers that the participants felt that their knowledge has increased, particularly from our Human Rights, Stop & Search and Hate Crime. With respect to community cohesion, volunteers reported that they felt they were better able to work with other volunteers, regardless of their background, race and gender. The skills, which IARS believes, that the volunteers gained were diverse as, although the aim of the workshops were to develop skills in relation to staying safe from harm by understanding the different rights available to people, we also found that the nature of the workshops led to the volunteers being:

- More Confident
- Better at speaking out
- More comfortable in expressing themselves
- More able to take on board others opinions and question them
- Comfortable with working in a diverse group of people from different backgrounds

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<sup>4</sup> Outcome One – 250 young people will have developed skills so that they themselves stay safe from harm and help others to do the same

Young people who have been involved in these training sessions have acknowledged that, in addition to the skills in relation to the topic of a specific session, they felt that the skills listed above can also be attributed to the workshops.

IARS' believes that the accomplishment of this outcome has had a resonating effect on the volunteers which they will take with them into the future and possibly pass on to others, such as their peers and their siblings. A strong part of this success is the absolute and strict implementation of the IARS Volunteers' Policy. The nature of the document is to put volunteers ahead of anything and everything. By making this available to volunteers IARS has found that this builds a relationship based on confidence and solidarity with all our volunteers.

The changes in the attitudes of local organisation in regards to involving young people in developing and reviewing their policy and practice on hate crime and community cohesion<sup>5</sup> was a central focus of our external survey which produced a definitive answer. It was apparent from the qualitative responses gathered that organisations had procedures and practices in place which enable them to consult young people about the way in which their policies and practices are devised and delivered to them. It can be seen from the data display that the model of the YAB appears to have been replicated by several organisations. Whether they have in fact replicated the best practice model used by IARS is uncertain, however it is clear from the external evaluation data, that they are in fact consulting young people in order to deliver better services to them. IARS feels that our interaction with these organisations, from the beginning of the LYN project, has influenced the change in their approach to improving their work with young people. I.e. *Youth Into Policy* event in the first year which highlighted the importance and value of youth led policy research and the model of the YAB which can be seen in the approach of these organisations. All of this progress was disseminated to an estimated 1600+ of IARS' contacts. This means that that a considerable amount of organisations have been made aware, through the publication of our LYN work and of our policy on the integration of the youth perspective in our projects. This was the indication from our spot checks of organisations and our survey of them in the fifth year of LYN. IARS feels that the responses, to the question in the survey of organisations that we have worked with for LYN, has indicated a positive approach to the incorporation of young people's perspectives as it demonstrates that these organisations not only understand but are more open to doing so and they also appreciate the benefits of involving young people in their decision making and service delivery. It is also possible to identify a potential increase in confidence in young people in relation to community cohesion as when the views and opinions of young people are taken seriously and actually implemented; those who do so demonstrate a confidence in young people by granting them such a great responsibility. This also has the effect of increased confidence from young people in the services provided by these organisations as they themselves/ their peers have been integrated in the creation of the policy/ service.

IARS had identified, and has sought to improve, the reporting of benefits of our joint activities with organisations that we have worked with. It is not enough that they merely tell us that they have felt a benefit from the relationship, there must be something more substantial to give an accurate account for what it is that they have gained from partnering with IARS. With respect to changing

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<sup>5</sup> Outcome Two – 65% of 500 local organisations that provide youth services report that they involve young people in developing and reviewing their policy and practice on hate crime and community cohesion in London

attitudes, IARS has deduced that the better the communication of benefits between IARS and other organisations, then the better we are able to confidently gauge how 'real' and substantial the change has been.

The fact that a large amount of young people have developed skills through volunteering opportunities which will help their local organisations improve hate crime policy and community service<sup>6</sup> is something which IARS takes pride in as the skills which have been developed are going forward into other organisations and therefore indicates the creation of a certain degree of legacy which IARS aims to be an by-product of the volunteering opportunities it offers. In addition, IARS can conclude that, throughout the project this has occurred on a large scale as almost all of the volunteers that reported that they would consider taking advantage of opportunities at IARS and more importantly at other organisations. The 'tailored' training approach of IARS is noteworthy. By tailoring workshops for specific groups of young people and on behalf of organisations, IARS has been able to deliver more engaging and more memorable training sessions. This is because the care taken in the creation and delivery of training leads to a greater appreciation of the subject matter which has a resonating effect with its intended audience. IARS intends to continue this approach into the future because it supports our vision of supporting young people and leaves IARS with ready-to-go, high quality, tried and tested training for young people for future projects.

The local organisations that we have worked with and that have received updates of our work, over the course of LYN, have in fact reported that after they are better linked with existing structures and similar services making them more effective when devising and delivering work on hate crime and community cohesion.<sup>7</sup> The organisational survey is particularly useful for concluding that this outcome has been achieved. As seen above the majority of organisations reported that they either felt 'somewhat' or 'greatly', "better linked with existing structures and similar services". This was also the case in the first year of the project where organisations reported that they valued their connection with new organisations. It can be seen from the data display that the majority of local organisations (at least the ones which responded to the survey) are greatly or even somewhat linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion

IARS's work with local organisations in relation to the youth led awareness raising activities of the project with the aim of helping them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them<sup>8</sup> has led to the organisations that we have worked with who responded to our survey expressly stated that they have gained a practical insight into how they could approach their hate crime and community

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<sup>6</sup> Outcome Three – 250 young people will be involved in 250 volunteering opportunities that will enable 250 organisations in their localities to improve their hate crime and community service to them and their community

<sup>7</sup> Outcome Four – 65% of 500 local organisations that provide youth services report that they are better linked with existing structures and other similar services making them more effective when devising and delivering work on hate crime and community cohesion

<sup>8</sup> Outcome Five – 65% of 500 local organisations report that the youth-led awareness raising activities of the project have helped them become more conscious and realistic in addressing the needs of young people while delivering hate crime and community cohesion services to them

cohesion services for young people from their involvement with IARS. I.e. through the Policy Response Group and collaboration on consultation responses on issues pertaining to youth. The YAB's comments in relation to this are something that IARS will bear in mind for the future. The YAB stated that they felt that organisations had truly adopted IARS' approach to involving young people in reviewing the services that we deliver to them. This indicates that IARS has effectively shared its best practice with other organisations.

IARS' work with young people has definitely led to young people reporting that they feel more ready to participate fully in society as equal citizens<sup>9</sup>. The 99% campaign and the Youth Voice Journal in particular, have contributed to this as they have provided a platform upon which young people can speak out. Other elements of LYN such as the training and volunteering opportunities have shown young people how they can seize the initiative to participate in debates and influence policy on matters which effect/ are important to them. It is for this reason that young people were able to report that they felt more prepared to fully participate in society as equal citizens. The link to be made here is with the type of training and skills development opportunities delivered to young people. For example our Active Citizens training.

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<sup>9</sup> Outcome 6 - By the end of the project, 85% of 250 marginalised young people report feeling more ready to participate fully in society as equal citizens

# Appendix A: Youth Advisory Board

As a user-led organisation, IARS has set up the Youth Advisory Board (YAB) to scrutinise its work and advise on its strategy, research findings and adopted methodologies. YAB is a team of young volunteers aged 15 – 25 from different backgrounds and circumstances who are aware of the problems facing young people in today's society and who are interested in an opportunity to do something positive about these issues.

To become a YAB member, young people apply with their CV and a covering email, they are shortlisted and interviewed and then invited to join the YAB. During the life of the project new YAB members are selected in the same way but involving the existing YAB group.

YAB members also have the opportunity to be more involved in IARS projects, by attending workshops, assisting with how the projects are managed, writing in the IARS newsletter, updating the website and setting up youth events. All YAB members are awarded with a certificate for their active participation at the end of the project.

This is an excellent opportunity for young people to get their voices heard and to address issues that are important for them. At the end of the project members of the YAB get the chance to stay on and assist us with IARS other youth-led projects. If you would like to know more about the Youth Advisory Board and the terms of reference click [here](#).

Faisal Kassim - **Youth Policy Advisor**

*"I firmly believe that true democracy cannot exist if those deemed young in society are excluded from the decision making process. This is why I joined the Youth Advisory Board. It, essentially, provides a platform for young people to get their voices heard and their issues addressed. I always had a tendency to give back to my community. I was once a volunteer at ReachOut which is a charity organisation that provides mentoring for young people in primary schools with academic or personal development needs. I also volunteered at the 2014 Global Summit held in London to end sexual violence in conflict areas which was organised by Angelina Jolie and William Hague."*

Chukwuma Anyanwu – **Sept 2014 YAB member**

*"I am a recent Commercial Law graduate from the University of Hertfordshire. With hard work and a passion for law, I graduated with a first class degree. Currently I am a caseworker at the NextDoor Project, a charity involved in representing less privileged debtors and those affected by the housing benefit cap. I have also worked as an assistant compliance officer for an advertising firm in Nigeria. The current direction of political and economic progress in the country, and the world at large does not incorporate the opinions of the youth. This is pitiful because without our opinions or consideration, there is no true progress. This is why I decided to become a YAB Member."*

For current membership and to watch their video <http://www.iars.org.uk/content/youth-advisory-board><sup>10</sup>

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<sup>10</sup> Some members are not included in this list due to new additions to the board.

# Joining IARS



IARS is a leading, international think-tank with a charitable mission to give everyone a chance to forge a safer, fairer and more inclusive society. IARS achieves its mission by producing evidence-based solutions to current social problems, sharing best practice and by supporting young people to shape decision making. IARS is an international expert in restorative justice, human rights and inclusion, citizenship and user-led research.

IARS' vision is a society where everyone is given a choice to actively participate in social problem solving. The organisation is known for its robust, independent evidence-based approach to solving current social problems, and is considered to be a pioneer in user-involvement and the application of user-led research methods. IARS delivers its charitable mission:

- By carrying out action research and evaluation that is independent, credible, focused and current
- By acting as a network that brings people and ideas together, communicates best practice and encourages debates on current social problems
- By supporting the individual (with an emphasis on young people) to carry out their own initiatives to shape decision-making
- By being an authoritative, independent and evidence-based voice on current social policy matters

To continue making a contribution to disadvantaged people's lives, we need the support of likeminded individual like you. Your generosity will make a huge difference to vulnerable members of our society by allowing us to continue our work. Join us today by emailing [contact@iars.org.uk](mailto:contact@iars.org.uk)

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- Up to 10% discount to our CPD online training courses
- 10% discount to our Annual Conference
- 10% discount to all our hard copy books and publications including *Youth Voice Journal*
- 1 hard copy per annum of our bi-annual peer-review *Youth Voice Journal* (RRP £9.99 per issue)
- Free Advertisement of events and vacancies in our monthly newsletter
- Priority tickets to our free events
- Membership to our Policy Response Group and participation to consultation responses
- Membership to the Restorative Justice Research Network
- 1 hard copy of our annual impact report.
- 25% discount of advertising space on our hard and soft copy publications.

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- **Organizations:** Up to 10 paid staff – £45; 11-20 paid staff – £70; 21-50 paid staff – £100; 50+ paid staff – £150

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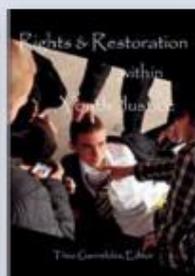
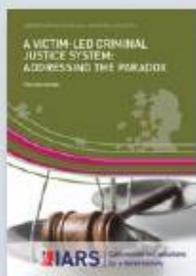
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