

# **Evaluation of** **Coleraine Youth Forum**

**Fergal Barr, April 2006**

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## **Introduction**

This report marks the completion of an evaluation of the Coleraine Youth Forum. I was first approached by Project Co-ordinator, Brendan Patterson, in March of 2005 with a view to completing the exercise. Brendan had been given my name by Julie Welsh, Coleraine Borough Council who in turn had spoken to Martin Quinn, Community Development Manager with WHSSB about possible candidates to complete the evaluation.

I am grateful in the first instance to them for the consideration and in the second instance, to all of those who helped by making themselves available to answer questions, offer opinions, ideas and complete surveys and not least of all Brendan Patterson, who despite everyday demands on his time supported the process in whatever way he could.

I feel privileged that I have been given the opportunity to evaluate this project and hope that the findings prove helpful to all involved with the Forum in determining it's future direction. Not only do I consider my role privileged but I have thoroughly enjoyed evaluating the project which has allowed me to get to know many people on a personal level. I have built up a strong relationship with the Project Co-ordinator and have also grown familiar with other staff, volunteers, management and service users.

I have deliberately drawn out my time since I first begun work on the evaluation so as to allow me a more in-depth look at how it has progressed over a period of months (rather than weeks) so that my findings can not only be evidenced by those I engaged with but that I too can testify to the same. With this in mind I am confident that the Terms of Reference has been fulfilled and there is much to consider where future plans for both the Coleraine Youth Forum and The Base are concerned.

With regard to the contents of this report I have outlined my approach in Section 1, provided a brief 'snapshot' of both the development of the Youth Forum and demographic picture in Coleraine in Section 2, before presenting the main findings in Section 3. In Section 4, I have provided details of interviews carried out with young people, Management Committee Members, the Project Co-ordinator and one of the Street Workers and representatives of local businesses and other organisations. Section 5 offers a breakdown of results of surveys whilst Section 6 houses copies of surveys. I have linked findings from surveys with that of interviews in Section 3 and have attempted to provide an overall 'picture' of developments with due regard to the Terms of Reference.

My overall impression and view, now that I have concluded my report is one of a strong commitment among key players in the Inter-Agency Partnership who have gone a long way to recognising the need for innovative and creative alternatives to addressing the needs of young people in the Coleraine Area. This commitment has allowed the project Co-ordinator to dedicate a high level of energy, skills and knowledge toward establishing the project and in doing so positively engage with young people from the Coleraine area.

However, the work does not stop there. Whilst much has been accomplished, there is still plenty of work to do which is to be welcomed because it provides the opportunity to further develop the project in terms of practice, programmes and partnership and in doing so create a leading example of youth provision not only within the Coleraine Borough but right across the country. Both the Forum and The Base has much potential but will require continued and enhanced investment if it is to make a return on this investment. Investment has to be more than simply finance and resources but must also be about belief, trust, leadership and commitment.

I believe the coming together of representatives of various agencies within the partnership has created the framework from which the Forum can thrive providing that young people remain central to its development. There are many recommendations in this report and the potential to build upon an already successful beginning currently exists. I strongly urge everyone involved in the delivery of this project to continue to work together and not let the success of last 2 years slide.

Fergal Barr, April 2006



## 1.1 Terms of Reference

### Introduction

Below is an outline of the Terms of Reference for this evaluation. This is broken into two parts. First of all I have outlined my approach and secondly described in greater detail the process involved. This offers you, the reader, an insight into my thoughts into what I believe was the most appropriate way to ‘tackle’ the evaluation and sets it in context.

The Terms of Reference were as follows:

- **Comprehensive views of those involved**

Views solicited from service users, members of Youth Forum and Management Committee, Project Co-ordinator and other staff and volunteers, other organisations, community representatives and/or members of the public/business.

- **Record and Report on achievements to date**

Define achievement within a youth work context and from this establish accomplishments/milestones of the project along with ‘additional’ achievements.

- **Look at how the project can improve it’s service**

Engage with service users and other relevant persons to gather evidence of the need for improvements considering provision already in operation.

- **Measure success against performance indicators**

Determine if performance indicators have been achieved and document evidence to support findings.

- **Identify gaps in project delivery and recommend potential solutions**

Consider current operation and establish from evidence of respondents gaps in provision with recommendations as to how these can be addressed

- **Recommend potential sources of funding**

Make recommendations based on experience and knowledge of funding alongside examination of funding opportunities available that might be or are likely to be potential sources of funding.

## 1.2 The Process

Having examined the Terms of Reference and considered my approach I established that I would implement this in the following way:

- **Comprehensive views of those involved**

In consultation with the Project Co-ordinator I established that the key stakeholders in the process were in the first instance (i) service users (ii) members of the Youth Forum (iii) members of the Management Committee and (iv) the Project Co-ordinator himself

In the second instance I identified (v) other groups, organisations or other individuals benefiting from the project or projects and (vi) representatives from the community or members of the public in the immediate vicinity of the The Base (namely the business community).

I approached this process from the point of view of trying to determine the impact of the project on those directly involved whilst attempting to ascertain from those not directly involved any discernable differences brought about by the project. For instance, were businesses (in the immediate vicinity) able to check any discernable difference since the arrival of The Base or perhaps had their perception of young people altered in any way?

- **Record and Report on achievements to date**

In order to fully appreciate the achievements of the Forum I felt I would have to consider two matters, what is meant by achievement (in youth work terms) and existing youth provision in the Coleraine area. I would also have to familiarise myself with key events in the short history of the Youth Forum and take note of any during the course of my evaluation. From this I could build up 'a picture' of achievements within the overall context of the projects development.

- **Look at how the project can improve its services**

The simplest way (in my opinion) to determine improvements was to ask! However, this was not to assume that there would be room for some and notwithstanding the positive impact that my report might uncover, it's important that any project adopts a position of at least looking to improve its services. This might mean dabbling with ways of doing things differently such as changes to opening times in one instance or staff in another. Whilst simply asking how a project might be improved is quite normal, any response is based on the assumption that those answering the question have a reference point from which they can compare or contrast.

In the case of The Base, a 'drop-in' is a new feature for many users so their priority might be more about a space to 'chill' with their friends as opposed to how it can be improved. It was therefore necessary to employ different ways of engaging stakeholders when trying to uncover answers to this question. I would use a number of methods to accomplish this, including focus group, one-to-one interviews and survey.

- **Measure success against performance indicators**

It was possible to carry out a very crude exercise to determine if performance indicators have been achieved, i.e., yes or no. However, in my opinion this would fail to tell the whole story and therefore it was necessary in the first instance to examine indicators in greater detail. An example of this would have been to simply determine if 30 or more young people had become involved in the Youth Forum. This does not though tell us anything about the young people involved, e.g., are they repeat users? The process to determine success against performance indicators would be done in consultation with the Project Co-ordinator and evidence to back this up would be collated.

- **Gaps in Project Delivery and recommend potential solutions**

Identifying gaps is quite similar to seeking improvements in terms of determining what can be done differently. As with suggesting improvements only when a reference point from which to draw conclusions is established can solutions be proposed. As with examining success against performance indicators any intention here was to look at what was currently operating with regard to provision and through discussion with individuals and completion of surveys identify gaps.

The second part of this was the recommendation of practical solutions. I took this to mean what amounted to listing action points that could be realistically achieved within the realms of current budgets and available resources. I also took this to mean action points that would not be beyond the capability of the Youth Forum and/or the skills base of staff and volunteers and/or the involvement of management and users.

- **Recommend potential sources of funding**

I decided to approach this in two ways. I would source & identify a range of funders that in my experience or opinion might prove fruitful if approaches were made or applications submitted and secondly, keep the Project Co-ordinator informed on an on-going basis of funding opportunities that arose as well as anticipating those that would arise in due course. This would take cognisance of changes of government policy with regard to local communities such as Neighbourhood Renewal.





## **2.1 Background Information**

The Coleraine Youth Forum is a relatively new project, started in August 2004 and is managed by an Inter-agency Partnership (see Appendix 4) that aims to improve the lives of young people aged 15-25 living in the Coleraine Borough. The project is funded through PEACE II grant aid administered by the Coleraine Borough Strategic Partnership with additional funding through the Coleraine Community Safety Partnership.

Coleraine Youth Forum consists of a number of services including weekly meetings of the Forum to discuss local issues. The Forum meets at its business premises, i.e., 'The Base.' 'The Base', located at 18 Waterside, Coleraine offers a range of programmes and services for young people aged between 15 and 25. Set up as a drop-in it houses a 'chill-out' space, a social area including pool table, decks, TV and Play Station and IT capacity including free internet access.

It offers a wide range of programmes and services including information and advice on issues relevant to young people. It has hosted programmes including training in a number of areas such as web-design, leadership, DJing, personal development, has hosted site visits to places such as Dry Arch Centre in Dungiven and organised activities such as Ten-pin Bowling and Go-Karting.

It has contributed to the local community through the development of a number of projects including a mural at Windy Hall and creation of a garden at The Base premises. It has a pro-active approach to tackling issues at local level and provides an outlet for young people living in Coleraine through the Coleraine Youth Forum which meets once a week on Thursdays.

More recently projects have included the Fair Share Street Worker Programme, Cross-Community 'Prejudice' Poster Project, 'Project ASB' which was production of a CD-Rom and the Positive Graffiti Project.

## **2.2 Socio Economic Profile**

The following is a brief socio economic analysis of the Coleraine area as taken from the NI Statistics and Research Agency. All of the information compiled is based on Census Day 2001

The population of Coleraine district was 56,315 with 48% of the population of Coleraine male whilst 22% of the population were under 16 years old. Twenty-seven per-cent of the population were from a Catholic Community Background whilst 69% were from a 'Protestant and Other Christian (including Christian related)' Community Background.

Eighteen percent of people had a long-term illness, health problem or disability and 10% of the population noted that they provided unpaid care to family, friends, neighbours or others. In 2003 approximately 7% of the population aged under 65 were in receipt of Disability Living Allowance. Of 21583 households in Coleraine district 69% were 'Owner Occupied' and 75% of these had access to a car or van. In 2002, 22167 cars were licensed to addresses in Coleraine.

Seventeen percent of the population aged 16-74 had attained degree or higher level qualifications. Four percent of those aged 16-74 were unemployed whilst 23156 people aged 16-74 were in employment, 46% of which were female. Of those who left school in 2001, 63% gained 5 or more GCSEs at grade C and above. Of the school going population in Coleraine 17% were entitled to free school meals.



## **Introduction to findings**

In this section I have provided an overview of key findings drawn from interviews, meetings and completed surveys. Findings are broken into 6 areas, i.e., those as listed under the Terms of Reference.

- Comprehensive views of those involved
- Record and Report on achievements to date
- Look at how the project can improve it's service
- Measure success against performance indicators
- Identify gaps in project delivery and recommend potential solutions
- Recommend potential sources of funding

### **3.1 Comprehensive views of those involved**

There were a total of 25 interviews or meetings and are broken down as follows: 11 young people, 5 members of the Management Committee, 2 members of staff, 4 businesses and representatives from 3 different organisations – one locally based community group, a youth organisation in Dungiven and one regional headquarter youth organisation in Belfast. Eighteen different surveys were completed although this included 5 people who were also interviewed. A minimum of 38 different people were directly involved in making their views on related matters known to me and therefore this can be taken as offering a broad yet balanced and considered consensus.

### **3.2 Record and Report on achievements to date**

The Collins dictionary defines achievement as ‘the act or process of achieving something.’ To achieve is to ‘reach or attain by effort’ or ‘acquire, gain, earn’ or to ‘be successful; attain a desired level of performance.’ If we see achievement in these terms then we are looking at things that are above and beyond expectation, things that are in addition to what’s already there. Some achievements in life are very easily measured – running a personal best in athletics, passing your driving test, getting that dream job, winning a league title. Even in education passing an exam, securing a fellowship or graduating is easy to measure.

When we talk about achievement we tend to assume we all understand what it means. However, what you, I or anybody else means by achievement differ vastly. No less so in youth work terms where achievement is relative to its context, i.e., achievement is something that can simply be a small change in someone’s behaviour. What you or I may take for granted can be enormous for someone at the age of 15. One of the challenges for Youth Work has always been measuring success or achievement, what I like to call ‘measuring the intangible.’ Those achievements I have mentioned above are easy to decipher. However, when I’m asked to report on achievements in this project it can range from a young person choosing to attend The Base rather than stand on a street corner drinking with his peers to ensuring that performance indicators are accomplished.

Jackson, Ahmed and Heapy (1973) suggested that achievement is made up of several factors, i.e., wanting approval, respect, to work hard, make money, succeed on our own and compete and win. You’ll be pleased to note I’m not about to discuss what achievement is but it’s important to note that the area is vast and can cover many aspects and much of what The Base has achieved will go unnoticed or unrecorded so far because of the pressure to not only establish the project but because in youth work we haven’t yet developed the means for ‘measuring the intangible’. However, for the purposes of this evaluation I am able to determine achievements thus far. How?

When the Inter-Agency Partnership applied for funding it established a schedule of Performance Indicators. Set against a simple ‘Yes/No’ criteria achievements are easily determined - all but two have been fully achieved (**see 3.4**) and those not yet fully realised I would question if they were ever likely to be and if they should have been included in the first place. If taken as a guide the achievement rate for Performance Indicators is 90%.

That does not tell the whole story though. In addition to this I have also attempted to document achievements that go beyond these indicators and explore the impact of the project on users.

Achievement in this context can be viewed in 3 ways: (i) **Pre & Post set-up** - what's available now that wasn't previously (ii) **Additionality** –achievements additional to those listed in performance indicators that can be evidenced and (iii) **Impact** - enhanced personal capacity among users.

### **(i) Pre & post set-up**

First of all, let's begin by contextualising youth provision in the Coleraine area. The Coleraine Youth Forum is based in NEELB area and the Education and Library Board has a statutory responsibility to provide a youth service to young people. Among its objectives is to ensure that all young people have opportunities to avail of youth services, promote full participation in its programmes, develop an understanding of a society with diverse traditions and to centre initiatives and programmes on identified needs. The NEELB operates two full-time youth clubs in the Coleraine area, i.e., Sunlea and Balysally. Full-time Youth clubs normally operate 5 nights per week (Monday-Friday) for a duration of 40 weeks in any calendar year.

In its Youth Strategy for 2004-05, the NEELB stated it would

*“support and encourage inclusion, the Board will actively seek to increase the involvement of young people within the age range 4-25 years. Emphasis will be placed upon 8-18 year olds and will promote the personal and social development of young people. Marginalised youth and young people's transition to adulthood are viewed as key areas for Youth Service responses to young people's needs.”*

The Board has recognised that many young people are excluded when it talks about encouraging inclusion and increasing involvement and by partnering with 9 other organisations and agencies including Coleraine Borough Council (who do not have a statutory provision for youth) it is also recognising the need to address exclusion facing young people particularly in areas identified as disadvantaged, i.e., Churchlands, Cross Glebe and Balysally.

The development of the Inter-Agency Partnership and commitment to set up the Coleraine Youth Forum with a 'drop-in' facility is a bold and risky move but an impressive attempt to address a recognised problem. This creates both an expectation and desire to ensure positive outcomes but more importantly provides opportunity and space to facilitate innovation and creativity underpinned by flexibility.

The Forum and The Base combined compliments existing provision and creates an alternative outlet previously unavailable. It has begun to establish itself alongside existing provision and provides scope to not only work together but independently so as to allow it to retain 'space' to take 'risks.' This in itself is an exciting development and can be viewed as a major achievement in youth provision within the Coleraine area.

**(ii) Additionality**

Secondly, if we look at Performance Indicators, there are a number of key elements and features that can be broken into 6 areas – numbers, activities and programmes, training and development, services and provision, networking and contribution (**see performance indicators for further information – 3.4**). This gives us some insight into the thinking of those who penned the application and should be considered further when clarifying the role and strategic contribution of the Youth Forum in the post-evaluation phase.

In the right hand column we can see how indicators have not only been accomplished but additional achievements evidenced. This has succeeded in creating a firm foundation from which the project can develop further.

Area	Summary of Indicators	Additional Achievements
<b>Numbers</b>	A combined 60 young people involved in The Forum including the Base and other programmes with focus on those from disadvantaged areas	Numbers have been exceeded four-fold with approximately 30% from disadvantaged areas which is almost a 100% increase on original numbers
<b>Activities &amp; Programmes</b>	Youth conference, Mentoring Programme and Pilot Diversionary programme	Activities held (with exception of mentoring programme) along with other activities including mural & garden projects, cross-community programme, DJ workshops and website design
<b>Training &amp; Development</b>	Increase in life opportunities, self-confidence, access to career paths along with volunteering & recreational activities and increase in capacity to make informed decisions and choices	Users able to access opportunities and highlight contribution The Base and Youth Forum has made to their development including enhanced capacity for decision making and more able to articulate thoughts constructively  91% of young people using the base testify to its making a difference ranging from sometimes to all of the time
	Provision of leadership skills programme	Programme organised and facilitated by the Northern Ireland Youth Forum and issues addressed proved popular with participants.  Skills development rate among users was also measured at an average 7.1
	Provision of induction and training session for forum members	High approval rate from members

Area	Summary of Indicators	Additional Achievements
<b>Services &amp; Provision</b>	Users accessing 'signposting service' as well as advice and guidance on a range of issues including careers and health	<p>'Signposting' addressed through provision of information, access to IT, space offered to complete work and support from Co-ordinator</p> <p>Base is established with young people as provider of advice and guidance on other issues</p>
	Assist and support community safety	Young people made aware of Community Safety but also recognise the role it has in diverting them from Anti-Social Behaviour (see last point below)
<b>Networking</b>	Develop links with agencies with community safety responsibilities and encourage interaction with users to help implement action plan targets	Links with organisations have established culture of working with others whilst provision of training and support has facilitated learning that puts Youth Forum in position to support community safety
<b>Contribution</b>	Appoint worker	Worker appointed and credibility firmly established – potential to develop the project even further as a result of positive leadership shown
	Support community safety through collation of statistics, raising awareness of diversionary programmes and increased participation in community life	<p>Information sought from police and efforts to raise awareness among young people implemented.</p> <p>Programmes have increased the capacity of young people to contribute to community life by increasing their understanding of and confidence to contribute to the development of Community Safety and Youth Strategies.</p> <p>Users have testified to their involvement in The Base as having reduced their potential for engaging in Anti-Social Behaviour whilst participation in the Forum has enhanced their ability and confidence to engage with practitioners and policy makers with regard to youth provision at council level.</p>

### **(iii) Impact**

Many young people now identify with The Base and view it as a safe place where their development can be accommodated. This can be viewed as a positive achievement as it provides an outlet that was previously unavailable. In a short space of time it has created and encouraged an environment where users can 'be themselves' and this has helped them to develop a greater sense of self-awareness with the effect that many of those that I spoke with (and as also evidenced by completed surveys) were articulate, confident, able to identify need, and list benefits of the project whilst acknowledging the effect of the project on their own lives, e.g., reduction in anti-social behaviour.

I believe The Base has got to a point very quickly where it has established not only trust and credibility among young people but a recognition that its approach is favourable and therefore is in an ideal position to build upon this.

Main achievements can be summarised like this:

#### **The Project**

- The project is growing in reputation and is being recognised as a 'key player' in the lives of young people in the Coleraine area – increasing membership & feedback testify to this
- Positive links with other organisations have been established and therefore a culture of contact with 'others' is being developed and therefore can become an integral feature of delivery
- Funding for Street Work has been secured and workers now in place – contact with young people on the ground is evolving and a positive rapport based on trust and respect with young people is developing
- Respondents have benefited from a broad range of programmes and by taking part participants have helped to identify learning needs
- Another 2 years funding for the post of Project Co-ordinator has been secured from Coleraine Borough Council providing a more stable environment from which to develop the project – succeeded in convincing agency without statutory obligation for young people of merits of project
- A number of young people have become involved in the delivery of some services thus establishing a culture of volunteering whilst nurturing an ethos of involvement, ownership and partnership
- The Local business community recognise the role of The Base and are sympathetic to and supportive of its purpose providing a basis from which to explore and 'exploit' this relationship for positive means

#### **The Base**

- The Base has established itself as a place that young people can identify with and has not only provided users with somewhere to go but a space to be themselves
- Young people's involvement in The Base has had a positive impact on their lives including reduced potential for becoming involved in anti-social, criminal and risk-taking behaviour
- The Base has removed a problem of young people 'hanging about the corner' (near The Base) and in doing so has contributed to community safety by reducing fear among local business patrons
- The Base has seen a steadily increasing membership demonstrating potential for growth
- The Base is able to offer a range of services including 'signposting', informal mentoring and information and can make resources and facilities available including IT access and social 'hang out' space

### 3.3 Look at how the project can improve it's service

Services that are currently on offer through the Youth Forum can improve. This of course is not to assume that what's currently being offered is in any way ineffectual but is based on the belief that there can always be improvements and where evidence exists to support this then we have a duty and obligation to take whatever measures appropriate to implement changes.

It's also worth noting that not all measures will be possible without further investment, namely resources and/or finances. However, the first stage in this process is to establish if the Partnership agree with the recommendations and secondly, if so, securing a commitment to bring about their implementation.

The recommendations below are an overview of feedback from those contributing to this evaluation. There is no need to elaborate any further (as this can be found in section 5) but rather to read over and digest. I have grouped them into a number of sub-headings for ease of understanding: (i) Project (ii) Practice (iii) Youth Forum (iv) The Base (v) Programmes and (vi) Project Co-ordinator (vii) Management

Area	Recommendations
<b>Project</b>	<ul style="list-style-type: none"> <li>• Develop stronger sense of purpose for project based activities – there's a need to initiate programmes on a pro-active rather than re-active basis</li> <li>• More funding to secure posts to support Project Co-ordinator in implementation of project, e.g., Administrator, Sessional Workers</li> <li>• Development of clear vision, mission and strategic objectives with clear work plans connecting all workers</li> <li>• Greater understanding/clarification of the link between the role of The Base and project based activities</li> <li>• Enhanced profile of project, e.g., 'sold' as a 'necessary fixture' in the lives of young people in the Coleraine Borough</li> <li>• Long-term statutory/mainstream funding needs to be considered if project is to survive – consider approach and develop action plan as to how this can be achieved</li> </ul>
<b>Practice</b>	<ul style="list-style-type: none"> <li>• Consider borough-wide approach: target 'hard-to-reach' groups through a more vigorous recruitment strategy</li> <li>• Develop framework for recording skills development among users so as to document and collate evidence of impact</li> <li>• Self-assessment method used (in this evaluation) is applied in future to inform staff appraisals</li> <li>• Consideration of current financial systems in place to determine effectiveness</li> <li>• Build upon existing links with other youth work organisations so as to develop and enshrine culture of contact with others</li> <li>• Consider implications (legal, ethical, otherwise) of all recommendations listed in this evaluation</li> </ul>
<b>The Base</b>	<ul style="list-style-type: none"> <li>• Longer opening hours and at key times, i.e., night time, weekends</li> <li>• Consider bigger premises to accommodate increasing numbers</li> <li>• Increase 'hang-out' space for young people so as to provide greater degree of privacy</li> </ul>



<p><b>The Base Con't</b></p>	<ul style="list-style-type: none"> <li>• More effective use of premises, i.e., space used to carry out group work sessions with street groups 'after hours'</li> <li>• Promote and facilitate integration among users and representatives from across the wider community, e.g., inter-generational work, exploring diversity, gender based work, etc</li> </ul>
<p><b>Youth Forum</b></p>	<ul style="list-style-type: none"> <li>• Implement audit of issues affecting young people to help underpin practice and inform project with regard to needs of young people</li> <li>• Development of link between Forum and Coleraine Borough Council with regard to contributing to and informing council business, an example of this being opportunity to contribute to the N'hood Renewal Process</li> <li>• Greater clarity of the role of the Forum with a view to it developing its consultative role for the community, e.g., 'test bed' or reference group for various initiatives</li> <li>• Once firmly established theme based sub-groups set up to help develop work of Forum</li> <li>• Induction process for members to clarify roles and responsibilities</li> </ul>
<p><b>Programmes</b></p>	<ul style="list-style-type: none"> <li>• Develop a clearer sense of programmes and their purpose and how they link to overall strategy for the Youth Forum and Model of Practice</li> <li>• Base future approach to initiating programmes on outcomes from Audit of Issues</li> <li>• Increased role in addressing issues such as diversity</li> <li>• Explore further the concept of mentoring/referral service</li> </ul>
<p><b>Project Co-ordinator</b></p>	<ul style="list-style-type: none"> <li>• Development of more strategic role rather than that of managing projects – consider review of the role of Project Co-ordinator in light of developments with the Forum</li> <li>• Greater support for Co-ordinator to ensure implementation of project - particularly from those with management responsibilities</li> <li>• Greater clarity of Brendan's role in light of development of The Base/Forum, i.e., extra responsibilities that have been added</li> <li>• Support for Brendan in terms of training namely post-grad Community Youth Work option at UU to help cement his youth work practice and identifying management courses to help take account of his changing role</li> </ul>
<p><b>Management</b></p>	<ul style="list-style-type: none"> <li>• Management to take stock of who's currently on committee and who shouldn't be – seek broader representation and embark on exercise to consider future strategic direction with staff, volunteers and young people</li> <li>• Management clarify their expectations of the project for benefit of staff and volunteers</li> <li>• Greater level of involvement from management to encourage participation among young people</li> <li>• Greater level of contact between management and users/public</li> </ul>

### 3.4 Measure success against performance indicators

In its funding application the inter-Agency Partnership listed 21 indicators/outcomes with regard to Youth Provision and Community Safety. All but 2 of these have been achieved. Of the two that haven't, i.e., the setting up of a mentoring programme and the collation of youth related crime statistics, progress has been made on both.

No formal mentoring programme has been implemented but rather informal mentoring is available to young people who use The Base. Similarly, with the collation of crime statistics, the Project Co-ordinator was able to get information from the police without the need to embark on a mapping exercise. The proposal of a mapping exercise to identify patterns of crime is significant and in my estimation requires more thought as to exactly what's expected. Such an exercise is in my opinion currently beyond the remit and capacity of the Youth Forum at this stage.

I do believe however that the Youth Forum has a significant role to play in this regard but to expect it to complete it on its own is unrealistic. I consider that it can be incorporated into a more strategic vision for the Forum where the link between its role and that of community safety can be more fully explored.

Listed below is a breakdown of the scheduled Performance Indicators as outlined in the original funding application. These were listed so as to give the project focus, set out initial expectations and provide a straightforward means of determining success. I have linked these with the sub-heading on achievements (see left hand column) and comments regarding some have been added in an effort to provide a more distinctive feel for project achievements. I have already made reference to these under Additionality (3.2) point (ii).

Theme	Schedule of Performance Indicators	Yes	No
Numbers	Thirty young people will be identified and recruited to the forum <b>Comment: Achieved and numbers well in advance of this</b>	X	
Contribution	Youth worker appointed to the Forum. <b>Comment: Worker successfully in post and credibility established</b>	X	
Numbers	Participation from 10 young people from designated disadvantaged areas and no longer within the educational system (15 and 18 year olds). <b>Comment: Up to 250 young people have become involved with 80-90 from disadvantaged areas.</b>	X	
Numbers	Participation from 20 young people still within the educational system from varying backgrounds (16-18 year olds). <b>Comment: Achieved and numbers well in advance of this</b>	X	
Activities & Programmes	1 x youth conference <b>Comment: Conference organised was the very successful 'Base Blast'</b>	X	

<b>Training &amp; Development</b>	Implementation of a programme of coaching achievement / development of leadership skills for 18-25 year olds. <b>Comment: The Youth Forum has provided the means for achieving this and leadership training was organised by the Northern Ireland Youth Forum</b>	X	
<b>Activities &amp; Programmes</b>	Provision of a mentoring programme <b>Comment: No mentoring programme has been set up, however, an informal mentoring service has been operating for young people needing support and advice. Additionally the PSNI have been in contact with Brendan with a view to ‘taking on’ or referrals – this gives recognition of the role that the Youth Forum can ‘exploit.’</b>		X
<b>Training &amp; Development</b>	Improvement in life opportunities for young people through personal development, increased levels of self confidence, increased access to training, education and employment. <b>Comment: Young people have had access to broad range of opportunities including activities such as ‘Base Blast’, Outward Bound, Web Design, Go-Karting, Cross-Community programme, etc. Evidence from focus group, surveys and interviews has testified to increase in confidence as well as numbers of repeat users. Informal mentoring and ‘signposting’ has increased access to or information on career pathways.</b>	X	
<b>Services &amp; Provision</b>	Number of young people accessing provision of advice and guidance on careers information <b>Comment: The Base is currently providing what can be aptly described as a mini information point through the display and distribution of information in addition to providing internet access as well informal advice on who to contact for further information</b>	X	
<b>Services &amp; Provision</b>	Number of young people accessing advice on health, lifestyle, housing, financial support <b>Comment: Informal mentoring in operation and IT support/access as well as information displayed at different points around The Base provides access</b>	X	
<b>Training &amp; Development</b>	Number of young people participating in volunteering, community service activities, sports, arts and recreational activities. <b>Comment: High number of young people participating in programmes as well as volunteering opportunities at The Base being nurtured.</b>	X	
<b>Training &amp; Development</b>	Provision of induction and training sessions for forum members. <b>Comment: Process is on-going</b>	X	

Theme	Community Safety Indicators	Yes	No
<b>Services &amp; Provision</b>	<p>Specific information on Pilot Youth Diversion will also be included. Visitors will also be encouraged to access existing Community Safety Projects e.g. Safer Dancing Initiative website.</p> <p><b>Comment: Information on this has been highlighted through the displaying of posters and reference material attached to computers and staff highlighting the link with the Council to user</b></p>	X	
<b>Contribution</b>	<p>The one stop shop is also a medium for research, consultation via IT and one to one meetings on Community Safety and Youth Diversion issues</p> <p><b>Comment: Computer terminals have been made available for users and are supported through informal contact with staff. There has also been consultation held with DPP, NITAP and Businesses</b></p>	X	
<b>Activities &amp; Programmes</b>	<p>Development of a pilot Youth Diversionary Programme which will reflect the continuing perception of youth involved in crime and continue to focus on how peer education can reduce crime and improve community safety in relation to Anti Social Behaviour.</p> <p><b>Comment: A CD-Rom has been developed linking into the PSNL. Two strands to this project will involve circulation in schools and addressing issues of anti-social behaviour.</b></p>	X	
<b>Networking</b>	<p>The participants of the Youth Forum will actively engage the current partner organisations who have a direct responsibility or an established role for Community Safety, Youth Diversion or Provision in Coleraine to ensure the Action Plan targets ongoing priorities and the best use of existing resources.</p> <p><b>Comment: Views from young people are being sought and consideration is being given to their role as a ‘lobbying tool’</b></p>	X	

Theme	Community Safety Outcomes	Yes	No
<b>Contribution</b>	Co-ordinated approach to youth and community safety <b>Comment: The project is viewed as the delivery agent for young people in the area and an action plan is being developed</b>	X	
<b>Contribution</b>	Active Youth in Coleraine Borough Council area <b>Comment: The development of both The Base and The Forum is testament to this along with growing membership and strong uptake on programmes</b>	X	
<b>Networking</b>	Assertive young people who can work with statutory and voluntary agencies to address community safety and divert youth from crime <b>Comment: Young people are at stage where they are ready to begin to engage with practitioners, policy makers and other professionals</b>	X	
<b>Training Development</b>	Growth in the capacity of young people to make informed decisions and choices <b>Comment: Surveys illustrate that young people are growing in competence within this area</b>	X	

### 3.5 Identify gaps in project delivery and recommend potential solutions

The following table outlines gaps in provision and makes suggestions as to how this can be addressed. The list is not exhaustive and there may be further suggestions that can be incorporated at a later stage. The basis for recommendations in this case is where there is no current provision.

Identified Gap	Who?	Potential Solutions
Age	10+	Street Workers to identify groups and focus on developing approaches in consultation with Project Co-ordinator – link to Audit of Issues by Youth Forum to assist with supporting approach
Groups	Females	<p>Working group made up of staff, management and young people set up to address under-representation. This might include:</p> <ul style="list-style-type: none"> <li>✚ Target female population and set up Girls Group</li> <li>✚ Presentations to local grammar schools along with establishing ‘link-reps’ to encourage contact</li> <li>✚ Initiate schools based programme through use of ‘Citizenship Module’ (if applicable) to enhance links built up through Street Work</li> <li>✚ Pro-active recruitment drive to increase representation from ethnic and non-catholic backgrounds</li> <li>✚ Update of publicity literature to take account of changes and developments in project</li> <li>✚ Liaise with groups in rural communities to develop action plans</li> <li>✚ Promotional drive through local media</li> <li>✚ Street Workers to support moves to help reach out to young people</li> </ul>
	Grammar school pupils	
	Young people from non-Catholic background	
	Young people from ethnic background	
	Young people living in rural backgrounds	
Links	Business	Project Co-ordinator, Management Committee and Young People identify and consider options for enhancing links with local businesses so as to increase awareness of the role of the Forum and identify means of increasing support –young people to lead on action points
	Forums	Develop greater links with other youth forums on a local and regional basis through (a) development of joint programmes and (b) identifying and nominating reps from Coleraine Youth Forum to sit on Northern Ireland Youth Forum

<b>Identified Gap</b>	<b>Who?</b>	<b>Potential Solutions</b>
<b>Model of Practice</b>	All stakeholders	Process initiated that leads to the development of agreed Model of Practice that underpins provision and gives clarity with regard to purpose and rationale of project.
<b>Geographical Spread</b>	Street Workers	Initiate programme to (a) publicise to and (b) recruit young people from Ballysally and Cross-Glebe. This might include house-to-house leaflet drop, distribution of posters and leaflets in shops and amenities along with recruitment drive in local schools
<b>Issues</b>	Co-ordinator and Youth Forum	Initiate Audit through appropriate mediums, i.e., schools, youth groups, etc to determine issues affecting young people in the Coleraine Borough Council so as to inform practice.

### 3.6 Recommend potential sources of funding

Not every recommendation in 3.3 requires financial support but rather a commitment from the Partnership to lend support in terms of resources or in-kind support or that which can be accessed from current budgets. Below I have listed those which will require financial support and I have also included some 'gaps' listed in 3.5 that will require support

Area	Recommendations	Potential Sources
<b>Project</b>	More funding to secure posts to support Project Co-ordinator in implementation of programmes, e.g., Administrator, Sessional Workers	<ul style="list-style-type: none"> <li>• Children In Need</li> <li>• Irish Youth Foundation</li> <li>• Develop links with Rank Foundation to make case for 'Key Worker Scheme'</li> </ul>
	Development of clear vision, mission and strategic objectives with clear work plans linking into this for all workers along with greater understanding/clarification of the link between the role of The Base and project based activities and development of enhanced profile of project, e.g., 'sold' as a 'necessary fixture' in the lives of young people in the Coleraine Borough	<ul style="list-style-type: none"> <li>• Partner organisations/agencies pool or commit resources to employ consultant to convene process</li> <li>• Application to Irish Youth Foundation could also include costs for consultant</li> </ul>
	Statutory/mainstream funding needs to be considered if project is to survive – consider approach and develop action plan as to how this can be achieved	<ul style="list-style-type: none"> <li>• Coleraine Borough Council, NEELB, Causeway H &amp; SST, DSD</li> </ul>
	Targeting 10+ Age group	<ul style="list-style-type: none"> <li>• Included as part of application to Children In Need</li> </ul>
	Targeting identified groups not accessing project	<ul style="list-style-type: none"> <li>• Part of running costs to target excluded groups</li> </ul>
<b>Practice</b>	Consider borough-wide approach - target 'hard-to-reach' groups through a more vigorous recruitment strategy	<ul style="list-style-type: none"> <li>• John Moores Foundation</li> </ul>
	Build upon existing links with other youth work organisations so as to develop and enshrine culture of contact with others	<ul style="list-style-type: none"> <li>• Community Relations Council and Abbey Charitable Trust to encourage Cross-Community Work, Causeway to support Cross-Border Work and Connect Youth to support international work</li> </ul>



<b>The Base</b>	Longer opening hours and at key times, i.e., night time, weekends and consideration given to identifying bigger premises to accommodate increasing numbers and increasing 'hang-out' space for young people so as to provide greater degree of privacy	<ul style="list-style-type: none"> <li>• Coleraine Borough Council, NEELB, Causeway H &amp; SST, DSD</li> <li>• Charles Hayward Foundation (Youth At Risk Category) which provides support for crime prevention and diversionary programmes</li> </ul>
	Promote and facilitate integration among its users and representation across the wider community, e.g., inter-generational work, diversity, gender based, etc	<ul style="list-style-type: none"> <li>• Charles Hayward Foundation</li> <li>• Gatsby Charitable Foundation</li> </ul>
<b>Youth Forum</b>	Implement audit of issues affecting young people to help underpin practice and inform project with regard to needs of young people	<ul style="list-style-type: none"> <li>• Forms part of application to Children In Need and/or Charles Hayward Foundation</li> </ul>
	Development of link between Forum and Coleraine Borough Council with regard to inputting into council business, an example of this being opportunity to contribute to the N'hood Renewal Process	<ul style="list-style-type: none"> <li>• Training required for this so various options open including Children In Need, Hedley foundation, John Moores Foundation, Abbey Charitable Trust and Irish Youth Foundation</li> </ul>
	Greater clarity of the role of the Forum with a view to it developing its consultative role for the community, e.g., 'test bed' for ideas, views, opinions, etc.	<ul style="list-style-type: none"> <li>• As above</li> </ul>
	Develop greater links with other youth forums on a local and regional basis through (a) development of joint programmes and (b) identifying and nominating reps from Coleraine Youth Forum to sit on Northern Ireland Youth Forum	<ul style="list-style-type: none"> <li>• As above and if on a Cross Community basis could include application to Community Relations Council (point a)</li> </ul>
	Audit of Issues	<ul style="list-style-type: none"> <li>• As above</li> </ul>

<b>Programmes</b>	Develop a clearer sense of programmes and their purpose and how they link to overall strategy for the Youth Forum and Model of Practice	<ul style="list-style-type: none"> <li>• Partner organisations/agencies pool or commit resources to employ consultant to convene process</li> <li>• Application to Irish Youth Foundation could also include costs for consultant</li> </ul>
	Increased role for addressing issues such as diversity	<ul style="list-style-type: none"> <li>• CRC and Abbey Charitable Trust, Causeway and Connect Youth</li> </ul>
	Explore further the concept of mentoring/referral service	<ul style="list-style-type: none"> <li>• Henry Smith Charity, Gatsby Charitable Foundation</li> </ul>
	Support for Brendan in terms of training namely post-grad Community Youth Work option at UU to help cement his youth work practice and identifying management courses to help take account of his changing role	<ul style="list-style-type: none"> <li>• Bursary from Youth Council for Northern Ireland</li> </ul>

**Please note**

Other sources that might be approached include Awards for All, Garfield Weston, Clothworkers Foundation, Tesco, O2, HBOS Foundation, Peter Harrison Foundation, Young roots (part of Heritage Lottery fund), Tudor Trust and Change 'UR' Future. Ultimately, suggestions above are exactly that and this list is not exhaustive. The Project Co-ordinator will in consultation with and support from management develop and agree a Fundraising Plan.



#### 4.1 Interviews with Young People

I met with a group of young people that numbered 11 in total. It should be noted that not all 11 were present throughout the meeting at the same time. There was however a core of 6 young people present throughout who offered a wide variety of views on a range of topics including those contained within the Terms of Reference. Discussion also raised additional issues such as anti-social behaviour, learning and The Base itself.

The meeting was held in The Base and discussion was informal. Whilst we stayed within the framework of the Terms of Reference discussion was allowed to go in different directions so as to ensure that participants felt they had ownership of the process, that their views were being listened to and that trust between the group and I was established. Only then would the participants feel most comfortable in expressing their views in an honest and open way.

I began by asking a general question, one which is often asked of Young People and one that tends to lead to the same answers or to be more exact a kind of 'wish list', i.e., *'if the Youth Forum could provide you with activities, what would you like?'*

Of course this can be a leading question in that if you ask young people what they want they will give you any multitude of answers or the answer that they think you want to hear. Whilst there was a broad variety of responses, i.e., more trips and activities such as go-karting, football, swimming, bowling, ice-skating, camping, paint-balling, etc, the group were also very specific about demanding longer and more comprehensive opening hours.

When questioned about the achievements they viewed this in a very practical way, i.e., such as the garden and mural projects. They also viewed the availability of resources such as IT or even the pool table as an achievement yet cited the same resources and more as where improvements can be made. They also thought The Base could improve in terms of size and set-up and there was a need to address what some saw as a religious divide caused by the river (running through the centre of Coleraine) and because of its location, was more likely to be used by Catholics. This of course is open to debate and there exists no hard evidence to verify this. However, if young people identify it as an issue it's one that should be given due weight and credible response considered.

The young people I spoke to whilst able to articulate clear improvements and identify gaps clearly felt included in the process that led to the development of The Base and this had the impact of them not only feeling a large degree of ownership in the project but felt entitled to express their feelings without fear. They gave examples of how they were involved in input such as determining the décor of The Base, influencing the design of the Mural Project (at Windy Hall) and initially issues to be discussed through the Youth Forum.

They recognised the benefit of some of these activities such as the concept of reward (*"do something educational you get something good"*), development of responsibilities (*"be on time"*), accessibility (*"the base provides somewhere to go, something to do"*) and structured programmes (*"developing confidence"*).

They went on to highlight the array of resources available and how this can be used for instance with homework or access information as well as listing some of the issues and concerns that the Youth Forum helped to address, and promote learning around issues such as health & safety, sex education, bullying, drugs, etc.

They viewed this learning in the overall context of the impact that involvement with The Base & The Youth Forum has on their life. They all agreed that involvement had positively influenced their behaviour, all to varying degrees it has to be pointed out.

## 4.2 Interviews with Management Committee Members

In addition to the completion of surveys a number of meetings were held with individuals on the Management Committee, including Julie Welsh, Bert Ritchie, Allison Cole, Nigel Macauley & Stephanie Neumann. Two of those interviewed also completed surveys. This meant that six members of the Management Committee have contributed to the evaluation.

I reminded all of those I spoke with of the Terms of Reference for the evaluation and this provided the framework for discussions. All were honest and open in their opinions and provided a broad range of views that support and compliment matters considered in the surveys and also recommendations to be included in the final analysis.

Whilst management considered many positive aspects there was a common belief that both The Base and the Youth Forum had not yet reached its potential. One member was concerned that The Base was becoming more focused on providing a 'Drop-In' (however necessary) and not fulfilling its borough-wide role in order to give a 'true account' of what's happening with young people. There is a clear need to reach out across the borough with recommendations to focus on particular groups of young people including those making the transition from primary to secondary school and also in grammar schools, i.e., The Base should not be just viewed as something for marginalised young people in working class areas. It should also be more pro-active in reaching out to young females, those living in rural areas and young people from ethnic backgrounds. Street Work was voiced as a means to develop this and 'needs to be effective' if this is to work.

The development of The Base has provided something that wasn't there before with its wide and varied programme providing young people with an outlet and an opportunity to develop a broad range of skills. Some of these included the 'Base Blast', Garden Project and the mural at Windy Hall and these were also listed among its many achievements. It was felt that this has helped to channel the interests of users and in many cases provided alternatives to among other things, drinking.

There was a clear view that The Base has the potential to be a place where young people can develop their confidence so as to contribute to life across the Borough. Management shared the opinion that young people have a key role to play in this and could become what was referred to as 'change masters' and an example of this was the proposal that at some stage in the future the Youth Forum could link directly into Council Business providing input on a range of issues. The Base can look at establishing 'mediums' for letting young people have their say.

At the very least The Base has provided space for young people to meet and feel a sense of ownership. Involvement in activities so far has provided/offers a sense of purpose but there are still recommendations for the Base including more staff, better and later opening times, bigger premises, more 'hang-out' space within the premises and increased IT capacity.

Management were unanimous in their opinion that the current Project Co-ordinator, Brendan Patterson was the 'right man for the job' and was "doing an exceptional job." Apart from establishing The Base and the Forum there has also been positive work with external agencies but there remained a need to enhance the profile of the work and ensure the impact of work is documented. One member highlighted the importance of ensuring a greater strategic impact of the work now that the council had agreed to fund Brendan's post for two years. There would have to be more emphasis on co-ordinating a youth strategy for the area than that of managing projects which so far has taken precedence.

The importance for the Co-ordinator on being clearer on the parameters with staff and volunteers was also highlighted - because of the reliance Brendan has had on a small core team of volunteers the distance between that of supervisor/manger and friend has perhaps become a little skewed and that he needs to be more aware of his role in this area. It was also made clear that the Management Committee needs to reflect on its current membership with regard to the future of the Forum and determine those who can contribute and those who cannot in light of how the Forum has evolved and any future contributions it hopes to make.

### **4.3 Interview with Project Co-ordinator**

I have had much opportunity to discuss project developments with Brendan on an on-going basis. This has been very much informal and in an effort to ascertain his own thoughts on matters I asked him to write up a testimonial from which I could draw key points that would feed into the overall evaluation. I asked him to consider among other things, challenges, achievements, learning and significant events that were important to him in terms of his development as a practitioner and within the context of the overall development of the Forum.

Brendan was proud of his achievements in relation to getting the project up and running particularly as he was the only employee. He also found meeting targets whilst trying to define the direction of the project against what was seemingly vague targets at the outset challenging but strong support from certain members of the Management Committee helped to reassure and motivate him.

Brendan has also found challenge in that he likes to 'be busy' yet sometimes his own desire for this can be greater than the pace of development but he has learned to adapt and has come to appreciate the role he is playing with programme users and feels that he is 'making a difference in lives of young people.' He takes solace from the fact that not only is he making a positive contribution but channelled effectively his energies are helping to drive the agenda with regard to the Forum's overall development.

Initial motivation came in the form of how the Base looked as compared to how it looks now – the physical change acted as a 'spur' and highlighted the potential of the project. This motivation has also led to a change in perception of the young people he has worked with – no longer seeing them as 'hoods' but rather young people who lack 'life opportunities' and views some of them as friends and colleagues although Brendan acknowledges the need to be more aware of this and create a greater distance with some of those he has developed a positive working relationship with. This point was highlighted by management.

He views the increase in staff as not only a positive development for The Base but also a reflection of his personal commitment to his job and will allow him to concentrate more on outreach work which will go some way to achieving greater strategic objectives as highlighted as a need by management. Overall the experience has led to the development of a number of key skills particularly with regard to management, has also increased his understanding of youth work as a concept and profession and has given him a great sense of satisfaction being 'the boss.' Brendan also highlighted the need for further training to help cement his learning and practice

#### **4.4 Interview with Street Worker**

I had a meeting with one of the Street Workers, Jennie Robinson (appointed in January 2006) and this proved beneficial in that I had not anticipated being able to include this in the evaluation as there were no street workers in place when I started. Her input would be useful for a number of reasons – she had only recently come into post and her views on related matters would still (to a large extent) be relatively objective. As a new employee she was in a position to give initial reactions to working under the Project Co-ordinator and as someone who was new to the methodology of Street Work and targeted areas her initial experiences would hold a useful insight into how services might evolve.

Both Street Workers had (as part of their induction) occasion to visit Off the Streets Community Youth Initiative in Derry and this proved useful in contextualising their approach to engaging young people not only in terms of informing their delivery but enabling them to be able to contrast the set-up in Derry to that of Coleraine and in essence visualise how delivery of street work on the ground might evolve.

Jenny had commented on The Base as welcoming to its users in terms of creating ‘the right type of atmosphere but wanted to see a greater link with that of Street Groups using the Base to do group work after closing times. As with most all those interviewed, Jenny felt current operating times were insufficient to the needs of young people and recommended a broader range of opening times.

She and her colleague had focused on Harpers Hill, The Heights and Ballysally but highlighted that so far they were unable to locate groups of young people in Ballysally. She did point out that a positive rapport had developed with young people in The Heights and Harpers Hill and that this was growing all the time. Young people in The Heights were as she put it, ‘clued in’, regarding The Base and that this provided the basis for exploiting its potential on an ever greater scale. She also felt there was scope to engage with younger groups. The age group they were concentrating on was 13-17 but from their visit to Derry and more importantly during their Street Work sessions they identified young people in the 10+ age group as being overlooked.

Jenny was also positive in her comments about Brendan and whilst she had only been in post a short time described him as being ‘fair’.

#### 4.5 Interview with Businesses

With The Base centrally located and in, if not a major shopping area, at least a busy precinct with heavy traffic, it was important to gauge the views of the local business community on the merits of their understanding of the role of The Base and its users. I approached 4 businesses, one on either side of The Base (chemist and bookmakers) and two on the side opposite (bar and fast food outlet).

I spoke to staff (including managers) and owners and whilst all were aware of The Base and conscious of it's presence they were also confident enough to be able to identify its users, if not by name at least by face. Some staff, such as those in the chemist could identify some by name because 'some would be in to pick up their mother's prescriptions.'

I asked a number of general questions, i.e., how they viewed The Base, did they see it as a positive development, did they ever have any issues with it or any of its users for that matter, were they familiar with its users, etc?

All four businesses were not only familiar with users but positive in their views of what The Base is and what it had to offer. They viewed it fundamentally as a place or somewhere for 'the young people to go!' Not only did it provide an outlet for young people themselves but it served a purpose in that it 'removed a problem of young people hanging about the corner' (where the bookmakers is located) which as staff in the Castle Bar described 'was intimidating for older patrons who had to pass by' on their way.

The opening of The Base had an added bonus for the bar in that users had now somewhere to go to play pool whereas before they would have called into the bar to do so and to use the jukebox. Whilst this was never a major problem or caused trouble it was 'uncomfortable' for older patrons. He also pointed out that the arrival of The Base had not only removed this problem but provided an outlet for those 'kids' who 'seemed a bit lost', i.e., with nowhere to go or anything to do, etc.

The owner of the fast food outlet pointed out that the arrival of The Base had a positive impact for the business area as it removed the problem of people hanging around the corner which 'didn't look well for the area'. He too was familiar with some of the young people using The Base as they sometimes called into his business. During the course of our conversation I pointed out that The Base existed on short-term funding and because of this would he (if asked) be willing to support moves in the future to sustain it, i.e., lending support to it being kept open – his response was positive. I also asked him if he had ever suffered any negative impact, e.g., vandalism, to which he replied no.

Before speaking with staff at the Bookmakers I called into the chemist which, incidentally pointed out the only negative aspect of The Base, i.e., the level of noise when the DJ decks were being used although this matter was largely resolved as they had approached The Base about this and this matter was dealt with. Apart from this they had never received any 'hassle' from any of the young people.

With regard to The Base staff at the Bookmakers was also very positive in their views. They pointed out that they were familiar with a lot of faces of young people hanging around the outside of their premises and noted that with the opening of The Base those young people 'disappeared' next door until The Base closed and returned after it shut. They too confirmed that the young people caused no hassle.

What's clear from talking to staff at all 4 businesses is that The Base is welcome, is viewed as a place where young people can hang about, has effectively tackled the issue of young people hanging about 'at the corner' and in doing so reduced fear among older generations and removed 'the bad look' of people hanging about. Business people were at least familiar with faces of young people attending The Base and therefore further reduces the risk of Anti-Social Behaviour and crime and helps to address negative perceptions among businesses who without this familiarity might normally be critical or expected to be critical of young people. All were very positive when talking about the impact The Base had made and indicated that they supported its continuation.



#### 4.6 Interviews with other organisations

I met with and spoke to staff at 'The Warehouse' in Dungiven, Northern Ireland Youth Forum in Belfast and Windy Hall Community Centre in Coleraine. Young people from the Base had participated in the design and painting of a mural at Windy Hall, a cross-community residential at Corrymeela with young people from 'The Warehouse' and a Leadership Development Course with the Northern Ireland Youth Forum.

It was very clear from speaking to 4 different individuals representing these groups that the perception of the Youth Forum, the young people and its Project Co-ordinator was very positive.

Contact with the Northern Ireland Youth Forum began when they were invited by Coleraine Borough Council to a consultation regarding the development of a youth forum. This led to the development of a proposed course which would concentrate on capacity building with emphasis on marginalised young people and the focus of which would be on how the Youth Forum continues after the course finishes. Those representing the Northern Ireland Youth Forum found their experience of course participants a positive one and saw evidence of new skills being developed, issues being addressed and progress towards being able to participate in the affairs of the NI Youth Forum, i.e., local council level.

The programme examined a range of issues including Human Rights, stereotypes, self-awareness and citizenship and by and large proved positive with those taking part with an overall rating of just under 70% when evaluated by programme participants. The involvement of the NI Youth Forum proved valuable and their choice of themes struck a chord with young people as ratings for the most popular was team building at 73.3% and this was only 8% higher than the least popular, citizenship being 65%.

There exists scope to build upon learning from these themes and can be used to inform future delivery particularly with regard to personal development and capacity building. The programme also had the added effect of identifying group work as a necessity if young people are to learn more about these themes. Clearly from the feedback this is a new concept. It should also be noted that from copies of the evaluation forms (all anonymous) I looked at, the lack of response in terms of questions asked, the poor standard of writing and grammar would suggest literacy as a need among a percentage of users that could be examined and addressed.

A cross-community programme with 'The Warehouse' was preceded by a joint visit to Brunswick Superbowl in Derry whilst a number of meetings with Brendan to discuss proposals took place prior to this. The residential has been followed up with a trip by 'The Warehouse' to The Base and this has helped sustain motivation. Workers at 'The Warehouse' had commented that Nigel (who volunteers at The Base) had acted as a 'key link' person although overall Brendan retained responsibility for successfully co-ordinating the programme and his being there from beginning to end had certainly helped to cement work with young people by providing a firm footing from which to develop the project.

I asked both workers if this added or detracted from the programme. Both were at pains to point out that his contribution had certainly added to its success – this is of course positive for Brendan but if as was pointed out 'he had the programme well organised' it might actually take away from the overall impact due to the responsibility for the programme not being shared by workers from 'The Warehouse'. This is not a criticism of anyone but rather a suggestion that responsibility for future programmes involving other organisations is shared to ensure ownership and full participation.

A mural project at Windy Hall also proved a positive experience for participants. The wall (upon which the mural was painted) runs along a gable house and close to the community centre in Windy Hall and was covered in graffiti. Brendan had been contacted Windy Hall with a view to initiating a mural project. The process involved the development of some 'blue prints', which encompassed ideas from young people at The Base and those living in Windy Hall.

The community there has largely welcomed the mural and there has been little or no damage to it (at the time of writing) which reflects the sense of ownership and the appreciation for it. The worker at Windy Hall was

complimentary about the role of The Base and its young people in the development of the mural project and highlighted Brendan's role in particular. She also spoke highly of the relationship with young people taking part.

I enquired of her as to whether or not any issues were raised about young people from outside coming into the area (Windy Hall is a working class Protestant Loyalist estate) as the group from The Base was mixed. She was very clear with regard to this that there was no dissenting voices and there were no questions raised regarding participants background.



## 5.1 Summary of Surveys

This section summarises the findings of completed surveys by young people, management and the Project Co-ordinator. I have taken combined results from all surveys and presented them in two ways first of all in Table format followed by a written comment on their findings. The Tables are broken into single and combined figures to provide an overall ‘picture.’ A more in-depth analysis and commentary on all surveys are also included in this section.

### ASSESSMENT OF ALL AREAS

<b>Young People</b>			
The Base: impact	6.4	Co-ordinator: communication	7.4
The Base: services	6.6	Co-ordinator: leadership	7.6
The Base: environment	7.1	Co-ordinator: management	7.5
<b>Average</b>	<b>6.7</b>	<b>Average</b>	<b>7.5</b>
Activities: leadership	6.9	Youth Forum: meetings	7.6
Activities: skills development	7.1	Youth Forum: Roles & Responsibility	7.4
		Youth Forum: Impact	8.3
<b>Average</b>	<b>7.0</b>	<b>Average</b>	<b>7.8</b>
<b>Overall Average</b>			<b>7.3</b>

<b>Project Co-ordinator</b>			
The Base: impact	7.8	Co-ordinator: communication	7.8
The Base: services	7.0	Co-ordinator: leadership	7.9
The Base: environment	7.7	Co-ordinator: management	8.2
<b>Average</b>	<b>7.5</b>	<b>Average</b>	<b>8.0</b>
Activities: leadership	6.6	Youth Forum: meetings	7.3
Activities: skills development	7.3	Youth Forum: Roles & Responsibility	7.3
		Youth Forum: Impact	7.6
<b>Average</b>	<b>7.0</b>	<b>Average</b>	<b>7.4</b>
<b>Overall Average</b>			<b>7.5</b>

<b>Young People and Project Co-ordinator combined</b>			
The Base: impact	7.1	Co-ordinator: communication	7.6
The Base: services	6.8	Co-ordinator: leadership	7.8
The Base: environment	7.4	Co-ordinator: management	7.9
<b>Average</b>	<b>7.1</b>	<b>Average</b>	<b>7.8</b>
Activities: leadership	6.8	Youth Forum: meetings	7.5
Activities: skills development	7.2	Youth Forum: Roles & Responsibility	7.7
		Youth Forum: Impact	8.0
<b>Average</b>	<b>7.0</b>	<b>Average</b>	<b>7.7</b>
<b>Overall Average</b>			<b>7.4</b>

**ASSESSMENT OF MANAGEMENT OF COMMITTEE**

<b>Overall Assessment by Management Committee</b>			
Man Comm: Communication	5.9	Co-ordinator: communication	8.9
Man Comm: Relationship	6.3	Co-ordinator: leadership	8.6
Man Comm: Commitment	7.6	Co-ordinator: management	8.9
<b>Average</b>	<b>6.6</b>	<b>Average</b>	<b>8.8</b>
<b>Overall Average</b>			<b>7.7</b>

**ASSESSMENT OF CO-ORDINATOR**

<b>Young People &amp; Management Committee combined</b>		<b>Co-ordinator, Young People &amp; Management Committee combined</b>	
Co-ordinator: communication	8.2	Co-ordinator: communication	8.0
Co-ordinator: leadership	8.2	Co-ordinator: leadership	8.0
Co-ordinator: management	8.2	Co-ordinator: management	8.2
<b>Average</b>	<b>8.2</b>	<b>Average</b>	<b>8.1</b>

**ASSESSMENT OF IMPACT OF BASE**

	<b>Never</b>	<b>Sometimes</b>	<b>Regularly</b>	<b>Most of the time</b>	<b>All of the time</b>
Perceived difference that the existence of The Base is making to young people who use it	8.52%	13.32%	14.04%	30.02%	34.77%

## 5.2 Comment on findings of young people, management and Project Co-ordinator

The one area that both management and young people were asked to deliberate on was that of the Project Co-ordinator. It's commonly accepted that the success of any project depends largely on the personalities involved or the individuals driving it. In this case the Project Co-ordinator (who prior to February 2006) was the only person employed by the project and therefore the demands were great.

As you will have seen in 5.3 and 5.6, management and young people were asked to grade Brendan on 3 areas: communication, leadership and management. There were slight differences in the phraseology of some of the statements including fuller explanations for those being completed by service users but by and large the statements remained the same so as to ensure that any conclusions drawn are consistent and equitably judged.

As would be expected, the user group, i.e., young people were the most hardened critics – at no time did their marks exceed that of management. In fact, only on one occasion did they almost correlate – 8.1 with 8.25 for co-ordinator 'considering risks before making decisions.'

Understandably both management and young people approach statements from different perspectives. For example, management are more likely to examine and grade statements within the context of the overall development of the project, i.e., a strategic focus whereas young people are likely to base their assessments on the 'here and now' or the immediacy of outcomes, i.e., a successful project, a good residential, 'hanging out with their mates at the drop-in', etc. However, addressing each area from diverse perspectives actually offers an informed insight and balanced judgement on the role of the Project co-ordinator.

In summarising marks of both young people and management, it's clear to see that Brendan Patterson has done an excellent job and established a credible foundation that can be used to underpin any future staff appraisals. Across all 3 areas, i.e., communication, leadership and management, Brendan averages 7.5 whilst management score him much higher at 8.8, a combined average of 8.2. A baseline 7.5 would be acceptable in any case where a worker would look to establish a performance indicator but in this case Brendan exceeds it significantly. This reaffirms what most people involved in the development of the project think that Brendan has been instrumental in ensuring The Base has been successful whilst at the same time providing enough scope for him to achieve more and build upon previous accomplishments.

Brendan was also asked to assess his own performance and whilst a little unsettling or perhaps more a little unexpected that he be asked to do this he found the exercise quite useful. It is useful to compare Brendan's own marks with that of young people who as we have discovered are more critical in their assessment. In Communication there is a difference of 0.4, 0.3 in leadership and 0.7 in management with an overall average difference of 0.5. In the overall context of the assessment there isn't much difference but perhaps the only area for Brendan to consider if his management is as effective as he perceives. This difference may not actually be to do with the everyday duties of managing the project but rather a reflection of how users view his management of them, e.g., imposing rules, responding quickly to requests, being firm, upholding standards, etc. Either way Brendan can take heart from these findings but has room to further develop his practice.

### 5.3 Results of the Questionnaires: Individual Results of Young People

#### The Base

##### **Impact**

The Base is an effective way of engaging young people in youth services in general	8.3
The Base is effective in encouraging young people to become involved in its programmes	7.5
The Base is helping to make a difference to the lives of young people in Coleraine 'in general'	7.7
The Base is helping to make a difference to the lives of young people in Churchlands	6.6
The Base is helping to make a difference to the lives of young people in Cross Glebe	5.0
The Base is helping to make a difference to the lives of young people in Ballysally	2.8
The Base is necessary for young people's development	5.9
The Base provides an outlet for young people to express themselves (e.g., artistically, musically, campaigning on issues, etc)	8.9
The Base helps to reduce the potential for young people becoming involved in negative behaviour (e.g., fighting, conflict with residents, etc)	5.9
The Base helps to reduce the potential for young people becoming involved in risk taking behaviour (e.g., binge drinking, taking drugs, unprotected sex, etc)	6.0
The Base helps to reduce the potential for young people becoming involved in anti-social behaviour (e.g., driving quads, noise, drinking in the streets, etc)	5.6
The Base helps to reduce the potential for young people becoming involved in criminally motivated behaviour (e.g., stealing cars, breaking and entering, etc)	7.1
The Base provides an alternative to negative/risk-taking/anti-social/criminal behaviour	5.8
The Base helps to take young people off the streets	7.6
The Base attracts young people from Catholic backgrounds	7.0
The Base attracts young people from Protestant backgrounds	6.5
The Base attracts young people from non-Catholic and non-Protestant backgrounds	5.8
The Base has clear rules about acceptable behaviour when using its facilities & resources	6.3
The Base attracts young people from traditionally working class backgrounds	5.5
The Base attracts young people from middle class backgrounds	5.2

##### **Services**

The Base is effective in encouraging young people to use its services	8.0
The Base is able to provide information on a wide range of subjects	7.9
The Base has the 'right' type of resources needed by young people	7.2
The Base provides the right type of activities, e.g., Base Blast, leadership training, outdoor activities, etc	7.1
The Base is well staffed (normally)	5.2
The Base is well staffed (at all times)	5.3
The Base is always open when it's supposed to be	4.1
The Base is well promoted within the community	7.4
The Base is well used by young people	7.5

##### **Environment**

The Base is young person friendly	7.3
The Base is welcoming to <b>all</b> young people	6.6
The Base is in an good location	7.6
The Base is accessible/easy to reach	7.3
The Base opens at the 'right' times	4.2
The Base is 'attractive' to young people	7.0
The Base is a comfortable place for young people to meet	8.6
The Base has an effective 'hang out' space	8.5

The Base is an effective place to meet other young people	6.7
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	Never	Some-times	Regu-larly	Most of the time	All of the time
There are always young people in the Base when I attend			15.4%	38.5%	46.2%
My friends use 'The Base'			15.4%	30.8%	53.9%
I use The Base for it's resources		16.6%	8.3%	8.3%	66.4%
I use The Base for its 'hang out' space		15.4%	7.7%	23.1%	53.9%
I use The Base for its programmes	38.5%	15.4%	0%	23.1%	23.1%
The Base is reducing negative behaviour among young people	7.7%	30.8%	46.2%	15.4%	7.7%
The Base is reducing risk-taking behaviour among young people	23.1%	23.1%	23.1%	30.8%	0%
The Base is reducing anti-social behaviour among young people	8.3%	16.6%	8.3%	58.1%	8.3%
The Base is reducing criminally motivated behaviour among young people	7.7%	15.4%	7.7%	30.8%	38.5%
The Base has been a positive experience for me	0%	0%	8.3	41.5%	49.8%
	<b>8.52%</b>	<b>13.32%</b>	<b>14.04%</b>	<b>30.03%</b>	<b>34.77%</b>

## **C o - o r d i n a t o r**

### **Communication**

Co-ordinator communicates effectively with staff and volunteers	7.2
Co-ordinator communicates effectively with the public, e.g., gets message about The Base & Youth Forum across to ordinary members of the public by newspaper, radio, leaflets, etc	7.2
Co-ordinator communicates effectively young people/service users	6.9
Co-ordinator has been effective in raising the profile of the project, e.g., more and more people get to learn about Forum & Base on an on-going basis	8.4
Co-ordinator has been effective in making the project (The Base & Youth Forum) attractive to users	7.4
Co-ordinator has been effective in providing info and advice to service users (young people)	7.2

### **Leadership**

Co-ordinator has provided effective leadership in the development of the project	7.9
Co-ordinator has demonstrated a high level of professionalism in his job	7.4
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	6.9
Co-ordinator is a good 'team player'	8.1
Co-ordinator has been able to network effectively with other agencies & organisations	7.3
Co-ordinator has been able to uphold standards with regard to Child Protection Issues (e.g., young people are not put at risk when using services)	7.7
Co-ordinator represents the project effectively among his peers and professional colleagues	7.4
Co-ordinator is a positive role model for young people	7.8
Co-ordinator has inspired young people to become involved in the project	7.9
Co-ordinator has been effective in encouraging participation among users	7.8



### **Management**

Co-ordinator has ensured the continued development of the project	7.7
Co-ordinator has a style and approach that is sympathetic to the aims of the project	7.0
Co-ordinator is able to manage himself effectively	7.5
Co-ordinator is able to cope effectively with the demands of the job	7.5
Co-ordinator is able to meet deadlines and schedules	7.5
Co-ordinator is able to organise tasks related to the job effectively	7.6
Co-ordinator has been effective in making the project accessible to users	8.3
Co-ordinator has been effective in meeting goals of the project (The Base & Youth Forum)	8.7
Co-ordinator has been effective in responding to issues & concerns that arise with the project	7.5
Co-ordinator has been effective in considering risks before making decisions	8.1
Co-ordinator has been effective in working on his own initiative	6.8
Co-ordinator has been effective in managing budgets and finance	6.3
Co-ordinator has been able to identify issues & concerns that might impinge on the project	7.8
Co-ordinator has been able to resolve issues and problems as they arise	7.3

### **Activities**

#### **Leadership**

Activities provided by the project so far have been 'attractive' to young people, e.g., Base Blast, Outward Bound course, CD-Rom, Mural, Base Garden, etc	7.1
Activities provided by the project so far have been an effective in 'hitting' the time right to host activities	8.3
The project has been effective in getting plenty of young people to attend	7.3
Activities provided by the project so far has been effective in getting young people to fully participate	6.9
Activities provided by the project so far has encouraged young people to come back and try other Youth Forum or Base Activities	7.6
Activities provided by the project so far have been an effective in engaging young people from Churchlands	6.8
Activities provided by the project so far have been an effective in engaging young people from Cross Glebe	5.5
Activities provided by the project so far have been an effective in engaging young people from Ballysally	4.5
Activities provided by the project so far have been an effective in encouraging young to become involved in youth work/services to young people	7.5
Activities provided by the project so far have been an effective in encouraging young to become involved in community work/services to the community	6.3
Activities provided by the project so far have been an effective in raising the profile of Coleraine Youth Forum	7.2
Activities provided by the project so far have been an effective in raising the profile of the Base	7.2
Activities provided by the project so far have been an effective in addressing issues around Community Safety	7.3
Activities provided by the project so far have been an effective in addressing issues effecting young people	6.4
Activities provided by the project so far have been an effective in offering young people the opportunity to develop a wide range of skills	7.7

#### **Skills Development**

Activities provided by the project so far have been an effective in developing young people's leadership skills	6.1
Activities provided by the project so far have been an effective in developing young people's communication skills	7.4

Activities provided by the project so far have been an effective in developing young people's team work skills	6.7
Activities provided by the project so far have been an effective in developing young people's problem-solving skills	7.1
Activities provided by the project so far have been an effective in developing young people's ability to relate to their peers	7.5
Activities provided by the project so far have been an effective in developing young people's ability to take responsibility	7.8

## **The Youth Forum**

### **Meetings**

The Youth Forum Meets regular enough to 'get business done'	5.9
Meetings are effective, i.e., decisions get taken, things get done	7.3
Meetings are fair, i.e., everyone has the opportunity to contribute,	8.6
Meetings are fair, i.e., everyone feels their opinions are heard and acknowledged	6.9
The process of making decisions is fair	7.8
Meetings start on time	7.6
Meeting Times are suitable for members	8.7
Enough members attend so that meeting can be held	8.0
Issues discussed are relevant to young people	7.6
Issues are discussed constructively	7.9

### **Roles and Responsibilities**

You have received an effective introduction to the purpose of the Youth Forum and what's expected of you	8.1
In your opinion other members have received an effective introduction to the purpose of the Youth Forum and what's expected of them	7.2
You have had an effective introduction to what your roles and responsibilities are as a member of the Youth Forum	6.7
In your opinion other members have had an effective introduction to what their roles and responsibilities are as a member of the Youth Forum	6.5
Members fulfil their roles effectively	7.5
Members take their responsibilities seriously	7.1
Members exhibit a strong commitment at all times	8.7
Training for Youth Forum Members has proven effective	7.4

### **Impact**

The Youth Forum is effective in providing 'a voice' for young people in Coleraine area	7.3
The Youth Forum helps to reduce the potential for young people becoming involved in negative behaviour	7.5
The Youth Forum helps to reduce the potential for young people becoming involved in risk taking behaviour	8.8
The Youth Forum helps to reduce the potential for young people becoming involved in anti-social behaviour	8.5
The Youth Forum helps to reduce the potential for young people becoming involved in crime	7.6
The Youth Forum has been effective in addressing issues relevant to young people	6.7
The Youth Forum has been effective in raising the profile of issues affecting young people in the Coleraine area	6.1
The Youth Forum has been effective in influencing the policy and practice of other organisations with responsibility for young people or services to young people	7.5
The Youth Forum is effective in 'making a difference' to young people in Coleraine area	7.6
The Youth Forum is effective in creating active solutions to local problems	7.4

The Youth Forum is effective in encouraging young people to become active in their community	8.3
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**Youth Forum Strategy**

Are you aware of the Youth Forum Strategy?	Yes 88.8%	No 11.1%
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## **5.4 Comment on findings of Young People**

The views of young people were sought in 2 ways: completion of a survey and focus group. The survey asked respondents to grade statement using a scale of 1 to 10 (see appendices). Statements were grouped into sections: (i) The Base (ii) Project co-ordinator (iii) Activities (iv) The Youth Forum and (v) perceived difference The Base was making.

It was my intention to get as broad an understanding among users as to their opinion and whilst the questionnaire was somewhat lengthy, I felt that short statements requiring only to be graded offered an effective way of gaining a fuller picture. I tried to cover in as far as possible (when preparing statements) all aspects of work that needed to be assessed.

### **The Base**

The Base is a very welcome development among its users and whilst this is the case clearly it's average mark of 6.7 is perhaps a little below what we might have come to expect. It does clearly indicate that its on the right path but its potential has yet to be fully exploited. Respondents (when forming part of the focus group) acknowledge its usefulness as a drop-in and providing a space to be among their peers but clearly a more pro-active approach will have to be adopted to increase its impact.

This should involve greater attempts to engage young people in hard-to-reach areas including Ballysally & Cross Glebe. The Base will have to further demonstrate it's role in promoting community safety among its users, i.e., reducing potential for various forms of negative behaviour. One way of doing this is by extending and broadening opening times as highlighted by a number of respondents and The Base will also have to work harder to make it more attractive to young people from Protestant, ethnic and middle class backgrounds if it's to be seen to reach out to young people across the Borough. There is also a need for The Base to raise the profile of its work for while those who use it clearly benefit, not all users view it as necessary for young people's development. If The Base is 'sold' as a 'necessary fixture' in young people's development much of its potential can be exploited.

In terms of services respondents clearly stated that The Base could be open more and that staffing was an issue. The need to secure funding to enhance staffing levels or at least to develop a volunteer base to achieve the same is a must. This will also have the effect of allowing the Project Co-ordinator to be relieved of the burden of some operational duties and therefore fulfil a more strategic role in relation to a broader borough wide impact.

The issue of opening times surfaced as did that of the base being welcoming to all young people. Clearly there exists scope for The Base to broaden its appeal but this will require a pro-active approach. Respondents seem to be clearly saying that The Base needs to reach out more and by doing so will fulfil the desire among users to meet with others from different backgrounds.

Whilst there is clear improvement that The Base needs to make it's important to recognise the many positives that exist. Users clearly welcome the development of The Base for a number of reasons – it's in a good location, it's comfortable, provides space for young people, is attractive and welcoming. It offers a range of services beneficial to young people and provides an outlet for young people to express themselves and whilst helping to reduce the potential for involvement in criminal behaviour it is an effective way of engaging them.

### **Activities**

Views on activities fared better than that of The Base itself. A number of opinions on a range of matters emerged. For instance, activities hoping to make an impact in Ballysally or Cross Glebe and to a lesser extent Churchlands have not materialised as anticipated. Activities chosen have by and large proved attractive and have encouraged users back to try them again. This has resulted in raising the profile of all aspects of the work of The Base and The Forum but there is still clearly scope to look more closely as to what and how wider issues affecting young people could be tackled.

The impact on participants with regard to the development of skills has been very positive. Some work has to be done on developing leadership and team work skills but clear progress in other areas, e.g., communication and taking responsibility has been recorded. In order to ensure that the evidence of skills is documented in a more effective manner a framework for recording each young person's progress should be developed.

### **Youth Forum**

The Youth Forum has been very well received. The combined average across 3 areas was 7.8 with only 1 area, i.e., roles and responsibility falling below 7.5. This is perhaps to be expected as members attempt to become familiar with understanding their role and concepts regarding responsibility. The only 'relative' criticism is that respondents feel the Youth Forum doesn't meet enough. The only other mark under 7.0 is with reference to opinions being 'heard and acknowledged.' Again this could be down to members becoming familiar with how the Forum should operate but perhaps once firmly established it might consider a number of sub-groups enabling members to meet more often and in smaller groups which will ensure opinions are heard.

Questions considering 'Roles & Responsibilities' indicated that introductions with reference to the same could be greater whilst under 'Impact' there is a need to focus more on relevant issues and issues affecting young people in Coleraine. This is not to suggest for one minute that issues haven't been addressed but contrasted against other statements young people are clearly suggesting that issues haven't been addressed in the way they could.

The Youth Forum is a positive development considering its short life span and in the opinion of respondents has operated well in terms of starting times, decision making process and issues discussed whilst members seem to understand its purpose, the commitment necessary and the potential it has for those taking part and benefits of the Youth Forum's existence for young people in the Coleraine area.

### **The Co-ordinator**

Of the 4 areas covered, the Co-ordinator was listed in 2<sup>nd</sup> place only slightly behind the Youth Forum. The average mark was 7.5 and individual marks across the 3 sub-areas were virtually the same. In some ways being listed as 2<sup>nd</sup> is positive in that it clearly indicates a healthy respect for Brendan whilst ensuring that he is not 'bigger' than the project he's been appointed for. This suggests that Brendan has applied himself well striking a good balance between his relationship with users and implementing the project.

If Brendan's average mark of 7.5 can be used as a guide where there are grounds for improvement then we should look at those marks that fall below this and only those at 0.2 of a mark or more, for instance under communication, Brendan scored highly in raising the profile of the project perhaps at the risk of somewhat overlooking the importance of ensuring communication is effective with users (in particular) along with staff and volunteers. Users may look to Brendan as some kind of role model and the pressures on him to perform other roles or the lack of support in terms of the need for more paid staff means that Brendan may not always be as attentive as young people would like him to be.

Under 'leadership' there is probably scope for Brendan to network more effectively whilst motivating staff and volunteers will require more development particularly in light of his staff team growing as a result of recent appointments and those we can reasonably expect in the future.

A number of points emerge under management namely that of managing budgets and finance, working on his own initiative and comment on whether respondents consider his approach as sympathetic to the aims of the project. On this point in particular there is no question of Brendan's commitment as evidenced clearly by other marks. However, as I pointed out earlier, this score might further illustrate expectation that users have of him as a youth worker as compared with that of his role as a co-ordinator/manager and the tension this brings. Again, working on his own initiative and managing budgets scored low when contrasted against other marks. This however, must be given due consideration and with the support of

management be taken on board within the context of supervision. This again is not to suggest that Brendan is unable to manage finance or work on his own initiative (he has clearly demonstrated his ability in this area in the past) but are the financial systems in place burdensome or beneficial?

Whilst there may be a few points for Brendan to consider its important not to underestimate the role he has played in getting The Base to where it's at now and the impact he has made on users and the role he has developed. Brendan has been successful in raising the profile of The Base and instrumental in making it attractive to users and this is reflected in marks against his leadership and professionalism. Respondents considered him a 'team player' and acknowledged his ability to uphold standards whilst viewed among young people as not only a role model but proving to be in an inspiration and able to encourage participation

Respondents are largely complimentary in affirming his meeting the demands of the job whilst they viewed his ability to identify issues, consider risks, make the project accessible but above all meet the goals of the project as his strengths.

## 5.5 Results of the Questionnaires: Individual Results of Management Committee

### Management Committee

#### **Communication**

Communication between members of the Management Committee	7.0
Communication between members of the Management Committee and staff	6.8
Communication between members of the Management Committee and young people/service users	5.3
Communication between members of the Management Committee and the public	4.7

#### **Relationship**

Relationship between members of the Management Committee	7
Relationship between members of the Management Committee and staff	7.6
Relationship between members of the Management Committee and young people/service users	5.7
Relationship between members of the Management Committee and the public	5.0

#### **Commitment**

Commitment of Management Committee to achieving the goals of the project	8.7
Commitment of Management Committee to supporting staff	8.7
Commitment of Management Committee to supporting volunteers	7.7
Commitment of Management Committee to raising the profile of the project	7.3
Commitment of Management Committee to raising funds to continue project	8.3
Commitment of Management Committee to attending relevant meetings	7.3
Commitment of Management Committee to attending relevant events	7.0
Commitment of Management Committee to ensuring participation of young people in delivery of project	6.7
Commitment of Management Committee to achieving performance indicators as outlined in funding application	6.7

### Project Co-ordinator.

#### **Communication**

Co-ordinator communicates effectively with Management Committee	8.5
Co-ordinator communicates effectively with staff and volunteers	9.0
Co-ordinator communicates effectively with the public	9.0
Co-ordinator communicates effectively young people/service users	9.2
Co-ordinator has been effective in raising the profile of the project	9.0
Co-ordinator has been effective in making the project attractive to users	8.8
Co-ordinator has been effective in providing info and advice to service users	8.8

#### **Leadership**

Co-ordinator has provided effective leadership in the development of the project	9.0
Co-ordinator has demonstrated a high level of professionalism in his job	8.8
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	8.8
Co-ordinator is a good 'team player'	9.3
Co-ordinator has been able to network effectively with other agencies & organisations	8.8
Co-ordinator has been able to uphold standards with regard to Child Protection Issues	9.0
Co-ordinator represents the project effectively among his peers and professional colleagues	8.8
Co-ordinator is a positive role model for young people	9.2
Co-ordinator has inspired young people to become involved in the project	8.8
Co-ordinator has been effective in encouraging participation among users	8.3

**Management**

Co-ordinator has ensured the continued development of the project	8.3
Co-ordinator has a style and approach that is conducive to the aims of the project	8.5
Co-ordinator is able to manage himself effectively	9.0
Co-ordinator is able to cope effectively with the demands of the job	9.3
Co-ordinator is able to meet deadlines and schedules	8.8
Co-ordinator is able to organise tasks related to the job effectively	8.5
Co-ordinator has been effective in making the project accessible to users	8.8
Co-ordinator has been effective in meeting goals of the project	9.3
Co-ordinator has been effective in responding to issues & concerns that arise with the project	8.5
Co-ordinator has been effective in considering risks before making decisions	8.3
Co-ordinator has been effective in working on his own initiative	9.3
Co-ordinator has been effective in managing budgets and finance	9.0
Co-ordinator has been able to identify issues & concerns that might impinge on the project	8.5
Co-ordinator has been able to resolve issues and problems as they arise	8.5

Are you aware of the Youth Forum Strategy?	Yes	No
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Are you directly involved in the supervision of the Project Co-ordinator?	Yes	No
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## **5.6 Comment on findings of Management**

Whilst the role of management isn't under scrutiny, i.e., being evaluated, its role in supporting the project Co-ordinator is central to the success of The Base. It was also important to take cognisance of their own opinions regarding their role and consider their thoughts on the Project Co-ordinator.

Using the average mark, (6.6 in the case of the Management Committee and 8.8 in the case of the project Co-ordinator) we are able to determine a baseline in order to determine where improvements lie.

Whilst communication within the Management Committee and that between management and staff is fine, communication between management and users of The Base and the public needs to improve. Management are clearly committed to ensuring the success of the project in terms of achieving goals, supporting staff and volunteers, securing funding and perhaps to a lesser extent attending meetings and events, however, the baseline mark is only just achieved in terms of ensuring participation and performance indicators as originally included in the initial funding application to implement the project.

When assessing the Project Co-ordinator, management felt that there is room for improvement in communication with them and under his leadership a greater level of participation among young people could be achieved. With regard to management, there is some scope for enhancing delivery in terms of dealing with issues and concerns, considering risks, organising tasks, style and approach and overall ensuring the continued development of the project. It's incumbent on management though to 'spell out' what they expect post-evaluation not only in terms of the areas where they see scope for improvement but overall in terms of delivery.

It should be pointed out that of 31 statements management were asked to grade the Project Co-ordinator on just under 1/3 fell below the baseline and of those that did by no more than half a point. Nine statements achieved the baseline with the remaining 13 exceeding this. There is no doubt that there is room for improvement regarding delivery but equally so such is the standard so far set by Project Co-ordinator that improvement will result only from a closer and greater level of support and supervision to ensure that management expectations are achieved.

## 5.7 Results of the Questionnaires: Self-assessment by Brendan Patterson

### The Base

#### **Impact**

The Base is an effective way of engaging young people in youth services in general	9
The Base is effective in encouraging young people to become involved in its programmes	7
The Base is helping to make a difference to the lives of young people in Coleraine 'in general'	8
The Base is helping to make a difference to the lives of young people in Churchlands	9
The Base is helping to make a difference to the lives of young people in Cross Glebe	7
The Base is helping to make a difference to the lives of young people in Ballysally	7
The Base is necessary for young people's development	9
The Base provides an outlet for young people to express themselves (e.g., artistically, musically, campaigning on issues, etc)	9
The Base helps to reduce the potential for young people becoming involved in negative behaviour (e.g., fighting, conflict with residents, etc)	9
The Base helps to reduce the potential for young people becoming involved in risk taking behaviour (e.g., binge drinking, taking drugs, unprotected sex, etc)	7
The Base helps to reduce the potential for young people becoming involved in anti-social behaviour (e.g., driving quads, noise, drinking in the streets, etc)	6
The Base helps to reduce the potential for young people becoming involved in criminally motivated behaviour (e.g., stealing cars, breaking and entering, etc)	7
The Base provides an alternative to negative/risk-taking/anti-social/criminal behaviour	9
The Base helps to take young people off the streets	9
The Base attracts young people from Catholic backgrounds	9
The Base attracts young people from Protestant backgrounds	8
The Base attracts young people from non-Catholic and non-Protestant backgrounds	5
The Base has clear rules about acceptable behaviour when using its facilities & resources	9
The Base attracts young people from traditionally working class backgrounds	9
The Base attracts young people from middle class backgrounds	4

#### **Services**

The Base is effective in encouraging young people to use its services	8
The Base is able to provide information on a wide range of subjects	7
The Base has the 'right' type of resources needed by young people	7
The Base provides the right type of activities, e.g., Base Blast, leadership training, outdoor activities, etc	6
The Base is well staffed (normally)	7
The Base is well staffed (at all times)	6
The Base is always open when it's supposed to be	6
The Base is well promoted within the community	7
The Base is well used by young people	9

#### **Environment**

The Base is young person friendly	10
The Base is welcoming to <b>all</b> young people	7
The Base is in an good location	6
The Base is accessible/easy to reach	8
The Base opens at the 'right' times	7
The Base is 'attractive' to young people	9
The Base is a comfortable place for young people to meet	9
The Base has an effective 'hang out' space	7
The Base is an effective place to meet other young people	7

## Project Co-ordinator.

### **Communication**

Co-ordinator communicates effectively with staff and volunteers	8
Co-ordinator communicates effectively with the public, e.g., gets message about The Base & Youth Forum across to ordinary members of the public by newspaper, radio, leaflets, etc	7
Co-ordinator communicates effectively young people/service users	8
Co-ordinator has been effective in raising the profile of the project, e.g., more and more people get to learn about Forum & Base on an on-going basis	8
Co-ordinator has been effective in making the project (The Base & Youth Forum) attractive to users	9
Co-ordinator has been effective in providing info and advice to service users (young people)	7

### **Leadership**

Co-ordinator has provided effective leadership in the development of the project	8
Co-ordinator has demonstrated a high level of professionalism in his job	8
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	7
Co-ordinator is a good 'team player'	9
Co-ordinator has been able to network effectively with other agencies & organisations	9
Co-ordinator has been able to uphold standards with regard to Child Protection Issues (e.g., young people are not put at risk when using services)	9
Co-ordinator represents the project effectively among his peers and professional colleagues	7
Co-ordinator is a positive role model for young people	7
Co-ordinator has inspired young people to become involved in the project	8
Co-ordinator has been effective in encouraging participation among users	7

### **Management**

Co-ordinator has ensured the continued development of the project	8
Co-ordinator has a style and approach that is sympathetic to the aims of the project	9
Co-ordinator is able to manage himself effectively	9
Co-ordinator is able to cope effectively with the demands of the job	7
Co-ordinator is able to meet deadlines and schedules	9
Co-ordinator is able to organise tasks related to the job effectively	9
Co-ordinator has been effective in making the project accessible to users	7
Co-ordinator has been effective in meeting goals of the project (The Base & Youth Forum)	9
Co-ordinator has been effective in responding to issues & concerns that arise with the project	7
Co-ordinator has been effective in considering risks before making decisions	7
Co-ordinator has been effective in working on his own initiative	9
Co-ordinator has been effective in managing budgets and finance	9
Co-ordinator has been able to identify issues & concerns that might impinge on the project	8
Co-ordinator has been able to resolve issues and problems as they arise	8

## Activities

### **Leadership**

Activities provided by the project so far have been 'attractive' to young people, e.g., Base Blast, Outward Bound course, CD-Rom, Mural, Base Garden, etc	7
Activities provided by the project so far have been an effective in 'hitting' the time right to host activities	8
The project has been effective in getting plenty of young people to attend	7
Activities provided by the project so far has been effective in getting young people to fully	6

participate	
Activities provided by the project so far has encouraged young people to come back and try other Youth Forum or Base Activities	8
Activities provided by the project so far have been an effective in engaging young people from Churchlands	9
Activities provided by the project so far have been an effective in engaging young people from Cross Glebe	2
Activities provided by the project so far have been an effective in engaging young people from Ballysally	2
Activities provided by the project so far have been an effective in encouraging young to become involved in youth work/services to young people	7
Activities provided by the project so far have been an effective in encouraging young to become involved in community work/services to the community	5
Activities provided by the project so far have been an effective in raising the profile of Coleraine Youth Forum	8
Activities provided by the project so far have been an effective in raising the profile of the Base	8
Activities provided by the project so far have been an effective in addressing issues around Community Safety	7
Activities provided by the project so far have been an effective in addressing issues effecting young people	8
Activities provided by the project so far have been an effective in offering young people the opportunity to develop a wide range of skills	7

### **Skills Development**

Activities provided by the project so far have been an effective in developing young people's leadership skills	7
Activities provided by the project so far have been an effective in developing young people's communication skills	7
Activities provided by the project so far have been an effective in developing young people's team work skills	8
Activities provided by the project so far have been an effective in developing young people's problem-solving skills	7
Activities provided by the project so far have been an effective in developing young people's ability to relate to their peers	8
Activities provided by the project so far have been an effective in developing young people's ability to take responsibility	7

### **The Youth Forum**

#### **Meetings**

The Youth Forum Meets regular enough to 'get business done'	8
Meetings are effective, i.e., decisions get taken, things get done	9
Meetings are fair, i.e., everyone has the opportunity to contribute,	9
Meetings are fair, i.e., everyone feels their opinions are heard and acknowledged	8
The process of making decisions is fair	9
Meetings start on time	3
Meeting Times are suitable for members	6
Enough members attend so that meeting can be held	6
Issues discussed are relevant to young people	7
Issues are discussed constructively	8

#### **Roles and Responsibilities**

You have received an effective introduction to the purpose of the Youth Forum and what's expected of you	7
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In your opinion other members have received an effective introduction to the purpose of the Youth Forum and what's expected of them	8
You have had an effective introduction to what your roles and responsibilities are as a member of the Youth Forum	8
In your opinion other members have had an effective introduction to what their roles and responsibilities are as a member of the Youth Forum	8
Members fulfil their roles effectively	7
Members take their responsibilities seriously	6
Members exhibit a strong commitment at all times	6
Training for Youth Forum Members has proven effective	8

### **Impact**

The Youth Forum is effective in providing 'a voice' for young people in Coleraine area	6
The Youth Forum helps to reduce the potential for young people becoming involved in negative behaviour	8
The Youth Forum helps to reduce the potential for young people becoming involved in risk taking behaviour	8
The Youth Forum helps to reduce the potential for young people becoming involved in anti-social behaviour	7
The Youth Forum helps to reduce the potential for young people becoming involved in crime	9
The Youth Forum has been effective in addressing issues relevant to young people	9
The Youth Forum has been effective in raising the profile of issues affecting young people in the Coleraine area	7
The Youth Forum has been effective in influencing the policy and practice of other organisations with responsibility for young people or services to young people	8
The Youth Forum is effective in 'making a difference' to young people in Coleraine area	7
The Youth Forum is effective in creating active solutions to local problems	8
The Youth Forum is effective in encouraging young people to become active in their community	7

## 5.9 Comments on findings of Project Co-ordinator

Brendan felt the impact of The Base could be more effective by reaching out to young people particularly in areas such as Cross Glebe and Ballysally and those from middle class backgrounds and has more work to do in reducing the potential for young people becoming involved in criminal, anti-social and risk-taking behaviour. He feels though that it is providing a valuable alternative for young people from Catholic and Protestant backgrounds and has the potential to reduce negative behaviours among young people.

There is still work to be done on delivering the 'right' type of activity and increasing its availability to young people but has been well used and young people have been able to benefit from what's on offer, i.e., resources, information etc.

When assessing the environment created by The Base, Brendan highlights aspects also shared by young people namely the need for better 'hang out' space and perhaps in a different location and again the need to be open at the 'right' times, i.e., times that suit young people. He also highlights what is now clear – that The Base could be more effective in enabling users to meet young people from other backgrounds. Users have highlighted their desire to do this and The Base as we know has the potential to accommodate this. Brendan felt that some of the plus points included accessibility, location and that it's not only comfortable but attractive to users.

The need to communicate more with the public and to develop services providing information and advice to young people requires greater focus. Increased communication with the public is also something that management expressed whilst a 'signposting' service as it has already been termed has evolved more out of response to young people's needs than as a deliberate act but could develop more formally with mentoring being one of the forms that this might take. Aside from this Brendan is satisfied that his communication with users, staff and volunteers has been effective and his attempt to raise the profile of The Base has been met with success.

In getting The Base to where it's at now requires genuine leadership and this is reflected by Brendan when considering his marks - he has succeeded in establishing a firm foundation from which he can build upon. For instance, the capacity to work in a team, network with other agencies, encourage young people to become involved in The Base, ensure child protection and exhibit an all-round professional approach are among Brendan's strengths. Brendan is honest enough to also highlight areas where he can improve including motivating staff and volunteers, becoming a more positive role model for young people, working to maintain levels of participation among young people whilst projecting an enhanced understanding and image of the project among his peers and other professionals. This last point highlights the clear need for a more strategic approach so that a clear vision of what The Base should become and a mission of how to get there is achieved. Areas for improvement that Brendan has highlighted should form the basis for a staff appraisal and training development plan.

Organisationally, Brendan feels that he is well able to manage his workload not only in how he approaches his job but in completing tasks (on his own if necessary), working to deadlines and managing finances in an effort to ensure that logistical matters pertaining to the overall aims of the project are accomplished. However, management is the one area where Brendan highlighted more than any other where he can develop. As the project grows and therefore the pressures and demands with it, Brendan has highlighted areas where he anticipates there might be a greater level of strain on him and only with close support of management can this be addressed.

These areas have been highlighted because they fall below the average mark (for that section) but do not indicate in any way a lack of competence on Brendan's part but interestingly enough act as a warning sign to management to ensure support is forthcoming. Brendan does feel that the demands on him as Project Co-ordinator and now in his capacity as Line Manager are growing and will increase with the development of the project. Ironically this will not be helped by this report highlighting areas where the project can improve because inevitably this will bring extra responsibilities including enhancing accessibility (with some of those target groups we have identified), addressing issues and concerns as they arise and resolving these not to mention dealing with greater levels of risk.

The importance of activities for users will be central to the success of the project as they are often the ‘carrots’ that engages young people. As has been already identified, much work has to be done to engage young people from Ballysally and Cross Glebe, however, as Brendan has also identified the role of using activities to encourage young people to become involved in other community work or services remains elusive. This will only develop properly over a period of time and within the context of an agreed Model of Practice which will help lead young people in this direction. On a positive note, the variety of activities so far has proven popular in terms of numbers involved, content and focus, times and locations, encouraging repeat use among young people, addressing issues, enhancing skills levels and raising the profile of The Base.

On the subject of skills but with regard to Brendan himself he has identified four different areas where he can benefit from in terms of helping young people to develop and that is leadership, communication, problem-solving and taking responsibility. Whilst Brendan has ably demonstrated these in his own right, possessing the knowledge and experience to help facilitate young people in developing these skills is an issue in its own right. This can be incorporated into any training development plan that results post-evaluation.

Brendan provided positive feedback on the subject of the Youth Forum and areas where developments can be increased. There is an acknowledgement that the Forum has been effective in creating an environment where young people feel they can contribute, have ownership of the process, can work towards agreed outcomes, address relevant issues and pose solutions whilst also benefiting from a positive impact in terms of reducing potential for negative, risk-taking and criminal behaviour.

Finally, Brendan has identified some logistical matters that will require greater levels of concentration and that’s about helping young people to ensure meetings start on time, commitment is maintained and focus is maintained throughout meetings. He has also identified a more effective introduction to the Forum for members and this may go some way towards addressing other matters requiring attention and that includes roles and responsibilities. The Youth Forum is currently not representative of the generality of young people in the Coleraine area and this will have to be addressed also as will the need to increase it’s profile and perceived ability to ‘make a difference’ in areas such as addressing anti-social behaviour and facilitating young people contributing to their community.





## Appendix 1

### Evaluation of Coleraine Youth Forum

#### Questionnaire for Management Committee

##### Information

Different aspects of work related to the development of Coleraine Youth Forum will be evaluated. This part of this process focuses on the Management Committee. It asks for your assessment relating to it's own performance and that of the Project Co-ordinator. Please mark the following statements using the scale below.

1	2	3	4	5	6	7	8	9	10
Very Poor	Poor	OK	Average	Only Just Effective	Effective	Fairly Effective	Quite Effective	Very Effective	Excellent

Statements are split into two sections: (i) Management Committee and (ii) Project Co-ordinator. The aim of the statements is to provide you with the opportunity to provide your assessment of the performance of both Management Committee and Project Co-ordinator.

##### Management Committee

###### **Communication**

Communication between members of the Management Committee	
Communication between members of the Management Committee and staff	
Communication between members of the Management Committee and young people/service users	
Communication between members of the Management Committee and the public	

###### **Relationship**

Relationship between members of the Management Committee	
Relationship between members of the Management Committee and staff	
Relationship between members of the Management Committee and young people/service users	
Relationship between members of the Management Committee and the public	

###### **Commitment**

Commitment of Management Committee to achieving the goals of the project	
Commitment of Management Committee to supporting staff	
Commitment of Management Committee to supporting volunteers	
Commitment of Management Committee to raising the profile of the project	
Commitment of Management Committee to raising funds to continue project	
Commitment of Management Committee to attending relevant meetings	
Commitment of Management Committee to attending relevant events	
Commitment of Management Committee to ensuring participation of young people in delivery of project	
Commitment of Management Committee to achieving performance indicators as outlined in funding application	

##### Project Co-ordinator.

###### **Communication**

Co-ordinator communicates effectively with Management Committee	
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Co-ordinator communicates effectively with staff and volunteers	
Co-ordinator communicates effectively with the public	
Co-ordinator communicates effectively young people/service users	
Co-ordinator has been effective in raising the profile of the project	
Co-ordinator has been effective in making the project attractive to users	
Co-ordinator has been effective in providing info and advice to service users	

### Leadership

Co-ordinator has provided effective leadership in the development of the project	
Co-ordinator has demonstrated a high level of professionalism in his job	
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	
Co-ordinator is a good 'team player'	
Co-ordinator has been able to network effectively with other agencies & organisations	
Co-ordinator has been able to uphold standards with regard to Child Protection Issues	
Co-ordinator represents the project effectively among his peers and professional colleagues	
Co-ordinator is a positive role model for young people	
Co-ordinator has inspired young people to become involved in the project	
Co-ordinator has been effective in encouraging participation among users	

### Management

Co-ordinator has ensured the continued development of the project	
Co-ordinator has a style and approach that is conducive to the aims of the project	
Co-ordinator is able to manage himself effectively	
Co-ordinator is able to cope effectively with the demands of the job	
Co-ordinator is able to meet deadlines and schedules	
Co-ordinator is able to organise tasks related to the job effectively	
Co-ordinator has been effective in making the project accessible to users	
Co-ordinator has been effective in meeting goals of the project	
Co-ordinator has been effective in responding to issues & concerns that arise with the project	
Co-ordinator has been effective in considering risks before making decisions	
Co-ordinator has been effective in working on his own initiative	
Co-ordinator has been effective in managing budgets and finance	
Co-ordinator has been able to identify issues & concerns that might impinge on the project	
Co-ordinator has been able to resolve issues and problems as they arise	

Are you aware of the Youth Forum Strategy?	Yes	No
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Are you directly involved in the supervision of the Project Co-ordinator?	Yes	No
---	-----	----

**This section is to determine follow-up questions I would like to speak with you about. There are two sets to determine levels of involvement.**

Please mark an 'X' if you have had a **role in the delivery** of any of the following:

Leadership Course <input type="checkbox"/>	Base Blast <input type="checkbox"/>	Outward Bound Course <input type="checkbox"/>	Design of PR Leaflet <input type="checkbox"/>
Youth Forum Activities <input type="checkbox"/>	Development of Aims & Objectives of the Project <input type="checkbox"/>	Mural at Windy Hall <input type="checkbox"/>	Anti-Social Behaviour CD Rom <input type="checkbox"/>

Base Garden <input type="checkbox"/>	Cross-Community Activities with 'The Warehouse' <input type="checkbox"/>	Information Session with Family Planning Association <input type="checkbox"/>	Canoeing Course <input type="checkbox"/>
Football Course <input type="checkbox"/>	Web Design <input type="checkbox"/>	NI Youth Forum (Youth Impact Programme) <input type="checkbox"/>	Go-Karting <input type="checkbox"/>
DJing <input type="checkbox"/>	Original Funding Application to LSP <input type="checkbox"/>	Community Safety Element of Project <input type="checkbox"/>	Design of Youth Forum Strategy <input type="checkbox"/>

## Appendix 2

### Evaluation of Coleraine Youth Forum

#### Questionnaire for Young People

##### **Information**

Different aspects of work related to the development of Coleraine Youth Forum will be evaluated. This part of this process focuses on (i) The Base (ii) The Worker (iii) Programme Activities and (iv) The Youth Forum. It asks for your assessment relating to areas identified above. Please mark the following statements using the scale below. All answers should be marked with a score. Whilst some statements sound like questions with a 'yes' or 'no' answer please use the scale to score unless otherwise directed.

##### **Confidence**

**Please note that your answers will be treated in the strictest confidence.** In order to evaluate the different aspects of the Youth Forum you need to respond to the statements as honestly as possible. **Please base your answers entirely on your own experience** and not what you think we would or should like to hear.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
Very Poor	Poor	OK	Average	Only Just Effective	Effective	Fairly Effective	Quite Effective	Very Effect -ive	Excell-ent

### **T h e B a s e**

##### **Impact**

The Base is an effective way of engaging young people in youth services in general	
The Base is effective in encouraging young people to become involved in its programmes	
The Base is helping to make a difference to the lives of young people in Coleraine 'in general'	
The Base is helping to make a difference to the lives of young people in Churchlands	
The Base is helping to make a difference to the lives of young people in Cross Glebe	
The Base is helping to make a difference to the lives of young people in Ballysally	
The Base is necessary for young people's development	
The Base provides an outlet for young people to express themselves (e.g., artistically, musically, campaigning on issues, etc)	
The Base helps to reduce the potential for young people becoming involved in negative behaviour (e.g., fighting, conflict with residents, etc)	
The Base helps to reduce the potential for young people becoming involved in risk taking behaviour (e.g., binge drinking, taking drugs, unprotected sex, etc)	
The Base helps to reduce the potential for young people becoming involved in anti-social behaviour (e.g., driving quads, noise, drinking in the streets, etc)	
The Base helps to reduce the potential for young people becoming involved in criminally motivated behaviour (e.g., stealing cars, breaking and entering, etc)	
The Base provides an alternative to negative/risk-taking/anti-social/criminal behaviour	
The Base helps to take young people off the streets	
The Base attracts young people from Catholic backgrounds	

The Base attracts young people from Protestant backgrounds	
The Base attracts young people from non-Catholic and non-Protestant backgrounds	
The Base has clear rules about acceptable behaviour when using its facilities & resources	
The Base attracts young people from traditionally working class backgrounds	
The Base attracts young people from middle class backgrounds	

**Services**

The Base is effective in encouraging young people to use its services	
The Base is able to provide information on a wide range of subjects	
The Base has the 'right' type of resources needed by young people	
The Base provides the right type of activities, e.g., Base Blast, leadership training, outdoor activities, etc	
The Base is well staffed (normally)	
The Base is well staffed (at all times)	
The Base is always open when it's supposed to be	
The Base is well promoted within the community	
The Base is well used by young people	

**Environment**

The Base is young person friendly	
The Base is welcoming to <b>all</b> young people	
The Base is in an good location	
The Base is accessible/easy to reach	
The Base opens at the 'right' times	
The Base is 'attractive' to young people	
The Base is a comfortable place for young people to meet	
The Base has an effective 'hang out' space	
The Base is an effective place to meet other young people	

**Only for the following statement should you mark with an 'X'**

	<b>Never</b>	<b>Some-times</b>	<b>Regu-larly</b>	<b>Most of the time</b>	<b>All of the time</b>
There are always young people in the Base when I attend					
My friends use 'The Base'					
I use The Base for it's resources					
I use The Base for its 'hang out' space					
I use The Base for its programmes					
The Base is reducing negative behaviour among young people					
The Base is reducing risk-taking behaviour among young people					
The Base is reducing anti-social behaviour among young people					
The Base is reducing criminally motivated behaviour among young people					
The Base has been a positive experience for me					

## Project Co-ordinator.

### **Communication**

Co-ordinator communicates effectively with staff and volunteers	
Co-ordinator communicates effectively with the public, e.g., gets message about The Base & Youth Forum across to ordinary members of the public by newspaper, radio, leaflets, etc	
Co-ordinator communicates effectively young people/service users	
Co-ordinator has been effective in raising the profile of the project, e.g., more and more people get to learn about Forum & Base on an on-going basis	
Co-ordinator has been effective in making the project (The Base & Youth Forum) attractive to users	
Co-ordinator has been effective in providing info and advice to service users (young people)	

### **Leadership**

Co-ordinator has provided effective leadership in the development of the project	
Co-ordinator has demonstrated a high level of professionalism in his job	
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	
Co-ordinator is a good 'team player'	
Co-ordinator has been able to network effectively with other agencies & organisations	
Co-ordinator has been able to uphold standards with regard to Child Protection Issues (e.g., young people are not put at risk when using services)	
Co-ordinator represents the project effectively among his peers and professional colleagues	
Co-ordinator is a positive role model for young people	
Co-ordinator has inspired young people to become involved in the project	
Co-ordinator has been effective in encouraging participation among users	

### **Management**

Co-ordinator has ensured the continued development of the project	
Co-ordinator has a style and approach that is sympathetic to the aims of the project	
Co-ordinator is able to manage himself effectively	
Co-ordinator is able to cope effectively with the demands of the job	
Co-ordinator is able to meet deadlines and schedules	
Co-ordinator is able to organise tasks related to the job effectively	
Co-ordinator has been effective in making the project accessible to users	
Co-ordinator has been effective in meeting goals of the project (The Base & Youth Forum)	
Co-ordinator has been effective in responding to issues & concerns that arise with the project	
Co-ordinator has been effective in considering risks before making decisions	
Co-ordinator has been effective in working on his own initiative	
Co-ordinator has been effective in managing budgets and finance	
Co-ordinator has been able to identify issues & concerns that might impinge on the project	
Co-ordinator has been able to resolve issues and problems as they arise	

## Activities

### **Leadership**

Activities provided by the project so far have been 'attractive' to young people, e.g., Base Blast, Outward Bound course, CD-Rom, Mural, Base Garden, etc	
Activities provided by the project so far have been an effective in 'hitting' the time right to host activities	
The project has been effective in getting plenty of young people to attend	

Activities provided by the project so far has been effective in getting young people to fully participate	
Activities provided by the project so far has encouraged young people to come back and try other Youth Forum or Base Activities	
Activities provided by the project so far have been an effective in engaging young people from Churchlands	
Activities provided by the project so far have been an effective in engaging young people from Cross Glebe	
Activities provided by the project so far have been an effective in engaging young people from Ballysally	
Activities provided by the project so far have been an effective in encouraging young to become involved in youth work/services to young people	
Activities provided by the project so far have been an effective in encouraging young to become involved in community work/services to the community	
Activities provided by the project so far have been an effective in raising the profile of Coleraine Youth Forum	
Activities provided by the project so far have been an effective in raising the profile of the Base	
Activities provided by the project so far have been an effective in addressing issues around Community Safety	
Activities provided by the project so far have been an effective in addressing issues effecting young people	
Activities provided by the project so far have been an effective in offering young people the opportunity to develop a wide range of skills	

### Skills Development

Activities provided by the project so far have been an effective in developing young people's leadership skills	
Activities provided by the project so far have been an effective in developing young people's communication skills	
Activities provided by the project so far have been an effective in developing young people's team work skills	
Activities provided by the project so far have been an effective in developing young people's problem-solving skills	
Activities provided by the project so far have been an effective in developing young people's ability to relate to their peers	
Activities provided by the project so far have been an effective in developing young people's ability to take responsibility	

**This section is to determine follow-up questions that I might like to speak with you about.**

Please mark an 'X' in any the boxes if you have **participated** in any of the following:

Leadership Course <input type="checkbox"/>	Base Blast <input type="checkbox"/>	Outward Bound Course <input type="checkbox"/>	Design of PR Leaflet <input type="checkbox"/>
Youth Forum Activities <input type="checkbox"/>	Development of Aims & Objectives of the Project <input type="checkbox"/>	Mural at Windy Hall <input type="checkbox"/>	Anti-Social Behaviour CD Rom <input type="checkbox"/>
Base Garden <input type="checkbox"/>	Cross-Community Activities with 'The Warehouse' <input type="checkbox"/>	Information Session with Family Planning Association <input type="checkbox"/>	Canoeing Course <input type="checkbox"/>
Football Course	Web Design	NI Youth Forum	Go-Karting

<input type="checkbox"/>	<input type="checkbox"/>	(Youth Impact Programme) <input type="checkbox"/>	<input type="checkbox"/>
DJing <input type="checkbox"/>	Original Funding Application to LSP <input type="checkbox"/>	Community Safety Element of Project <input type="checkbox"/>	Design of Youth Forum Strategy <input type="checkbox"/>

**Only complete the following section if you are directly involved in the Coleraine Youth Forum.**

### **The Youth Forum**

#### **Meetings**

The Youth Forum Meets regular enough to 'get business done'	
Meetings are effective, i.e., decisions get taken, things get done	
Meetings are fair, i.e., everyone has the opportunity to contribute,	
Meetings are fair, i.e., everyone feels their opinions are heard and acknowledged	
The process of making decisions is fair	
Meetings start on time	
Meeting Times are suitable for members	
Enough members attend so that meeting can be held	
Issues discussed are relevant to young people	
Issues are discussed constructively	

#### **Roles and Responsibilities**

You have received an effective introduction to the purpose of the Youth Forum and what's expected of you	
In your opinion other members have received an effective introduction to the purpose of the Youth Forum and what's expected of them	
You have had an effective introduction to what your roles and responsibilities are as a member of the Youth Forum	
In your opinion other members have had an effective introduction to what their roles and responsibilities are as a member of the Youth Forum	
Members fulfil their roles effectively	
Members take their responsibilities seriously	
Members exhibit a strong commitment at all times	
Training for Youth Forum Members has proven effective	

#### **Impact**

The Youth Forum is effective in providing 'a voice' for young people in Coleraine area	
The Youth Forum helps to reduce the potential for young people becoming involved in negative behaviour	
The Youth Forum helps to reduce the potential for young people becoming involved in risk taking behaviour	
The Youth Forum helps to reduce the potential for young people becoming involved in anti-social behaviour	
The Youth Forum helps to reduce the potential for young people becoming involved in crime	
The Youth Forum has been effective in addressing issues relevant to young people	
The Youth Forum has been effective in raising the profile of issues affecting young people in the Coleraine area	
The Youth Forum has been effective in influencing the policy and practice of other	



organisations with responsibility for young people or services to young people	
The Youth Forum is effective in 'making a difference' to young people in Coleraine area	
The Youth Forum is effective in creating active solutions to local problems	
The Youth Forum is effective in encouraging young people to become active in their community	

**Youth Forum Strategy**

Are you aware of the Youth Forum Strategy?	Yes	No
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### Appendix 3

#### Evaluation of Coleraine Youth Forum

#### Questionnaire for Brendan Patterson

#### **Information**

Different aspects of work related to the development of Coleraine Youth Forum will be evaluated. This part of this process focuses on (i) The Base (ii) The Worker (iii) Programme Activities and (iv) The Youth Forum. It asks for your assessment relating to areas identified above. Please mark the following statements using the scale below.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
Very Poor	Poor	OK	Average	Only Just Effective	Effective	Fairly Effective	Quite Effective	Very Effective	Excellent

#### **The Base**

#### **Impact**

The Base is an effective way of engaging young people in youth services in general	
The Base is effective in encouraging young people to become involved in its programmes	
The Base is helping to make a difference to the lives of young people in Coleraine 'in general'	
The Base is helping to make a difference to the lives of young people in Churchlands	
The Base is helping to make a difference to the lives of young people in Cross Glebe	
The Base is helping to make a difference to the lives of young people in Ballysally	
The Base is necessary for young people's development	
The Base provides an outlet for young people to express themselves (e.g., artistically, musically, campaigning on issues, etc)	
The Base helps to reduce the potential for young people becoming involved in negative behaviour (e.g., fighting, conflict with residents, etc)	
The Base helps to reduce the potential for young people becoming involved in risk taking behaviour (e.g., binge drinking, taking drugs, unprotected sex, etc)	
The Base helps to reduce the potential for young people becoming involved in anti-social behaviour (e.g., driving quads, noise, drinking in the streets, etc)	
The Base helps to reduce the potential for young people becoming involved in criminally motivated behaviour (e.g., stealing cars, breaking and entering, etc)	
The Base provides an alternative to negative/risk-taking/anti-social/criminal behaviour	
The Base helps to take young people off the streets	
The Base attracts young people from Catholic backgrounds	
The Base attracts young people from Protestant backgrounds	
The Base attracts young people from non-Catholic and non-Protestant backgrounds	
The Base has clear rules about acceptable behaviour when using its facilities & resources	
The Base attracts young people from traditionally working class backgrounds	
The Base attracts young people from middle class backgrounds	

#### **Services**

The Base is effective in encouraging young people to use its services	
The Base is able to provide information on a wide range of subjects	
The Base has the 'right' type of resources needed by young people	
The Base provides the right type of activities, e.g., Base Blast, leadership training, outdoor activities, etc	

The Base is well staffed (normally)	
The Base is well staffed (at all times)	
The Base is always open when it's supposed to be	
The Base is well promoted within the community	
The Base is well used by young people	

### **Environment**

The Base is young person friendly	
The Base is welcoming to <b>all</b> young people	
The Base is in an good location	
The Base is accessible/easy to reach	
The Base opens at the 'right' times	
The Base is 'attractive' to young people	
The Base is a comfortable place for young people to meet	
The Base has an effective 'hang out' space	
The Base is an effective place to meet other young people	

## **Project Co-ordinator.**

### **Communication**

Co-ordinator communicates effectively with staff and volunteers	
Co-ordinator communicates effectively with the public, e.g., gets message about The Base & Youth Forum across to ordinary members of the public by newspaper, radio, leaflets, etc	
Co-ordinator communicates effectively young people/service users	
Co-ordinator has been effective in raising the profile of the project, e.g., more and more people get to learn about Forum & Base on an on-going basis	
Co-ordinator has been effective in making the project (The Base & Youth Forum) attractive to users	
Co-ordinator has been effective in providing info and advice to service users (young people)	

### **Leadership**

Co-ordinator has provided effective leadership in the development of the project	
Co-ordinator has demonstrated a high level of professionalism in his job	
Co-ordinator has been effective in motivating staff and volunteers to help achieve goals of the project	
Co-ordinator is a good 'team player'	
Co-ordinator has been able to network effectively with other agencies & organisations	
Co-ordinator has been able to uphold standards with regard to Child Protection Issues (e.g., young people are not put at risk when using services)	
Co-ordinator represents the project effectively among his peers and professional colleagues	
Co-ordinator is a positive role model for young people	
Co-ordinator has inspired young people to become involved in the project	
Co-ordinator has been effective in encouraging participation among users	

### **Management**

Co-ordinator has ensured the continued development of the project	
Co-ordinator has a style and approach that is sympathetic to the aims of the project	
Co-ordinator is able to manage himself effectively	
Co-ordinator is able to cope effectively with the demands of the job	
Co-ordinator is able to meet deadlines and schedules	
Co-ordinator is able to organise tasks related to the job effectively	
Co-ordinator has been effective in making the project accessible to users	
Co-ordinator has been effective in meeting goals of the project (The Base & Youth Forum)	
Co-ordinator has been effective in responding to issues & concerns that arise with the	

project	
Co-ordinator has been effective in considering risks before making decisions	
Co-ordinator has been effective in working on his own initiative	
Co-ordinator has been effective in managing budgets and finance	
Co-ordinator has been able to identify issues & concerns that might impinge on the project	
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### Activities

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## Appendix 4 CONTACTS

### Funders

Patricia McCallion	Project Officer, Coleraine Borough Strategic Partnership, Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY	028 7034 7050
Elaine Black	Project Officer, Coleraine Community Safety Partnership, Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY	028 7034 7012

### Inter-Agency Partnership

Ann McNickel	Co-ordinator, Coleraine Rural & Urban Network, 8 Killowen Court, Coleraine, BT51 3TP	028 7034 4934 0797 1444934
Tony McGonigle <i>Line Manager</i>	Community Development Officer, Coleraine Borough Council Cloonavin, 66 Portstewart Road, Coleraine, BT52 1EY	028 7034 7054
Julie Welsh	Coleraine Borough Council	028 7034 7084
Sharon Bingham, <i>Secretary</i>	SMAC Peer Education Support Worker, 8 Killowen Court, Coleraine, BT51 3TP	028 7034 4934 0773 9446596
Colette Duncan <i>Chairperson</i>	West Bann Development Group, 8 Killowen Court, Coleraine, BT51 3TP	028 7032 7859
Deirdre Bradley	Divisional Youth Officer, NEELB, 9a Abbey Street, Coleraine, BT52 1DS	028 7035 8470
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Sgt Simon Langtry	PSNI, 17-19 Lodge Road, Coleraine	028 7034 4122
Allison Cole, <i>Treasurer</i>	Causeway Family Centre, 7f Castlerock Road, Coleraine	028 7032 5456
Phil McCormick	Contact Youth, Rockfield Medical Centre, 73 Doury Road, Ballymena, BT43 6JD	028 2565 3444