



# NETWORK SURVEY

SUMMARY FINDINGS



# 2022



@StreetGamesSportsCharity



@StreetGames



streetgamesuk

# 2022 NETWORK SURVEY

## INTRODUCTION

During April and May 2022 StreetGames consulted Locally Trusted Organisations (LTOs) within the network to gather feedback across a range of key areas, including capturing information about:

1. LTO key priorities and challenges
2. StreetGames services and support – and the difference this support has made to LTOs and young people
3. LTO relationship with StreetGames including their overall satisfaction.

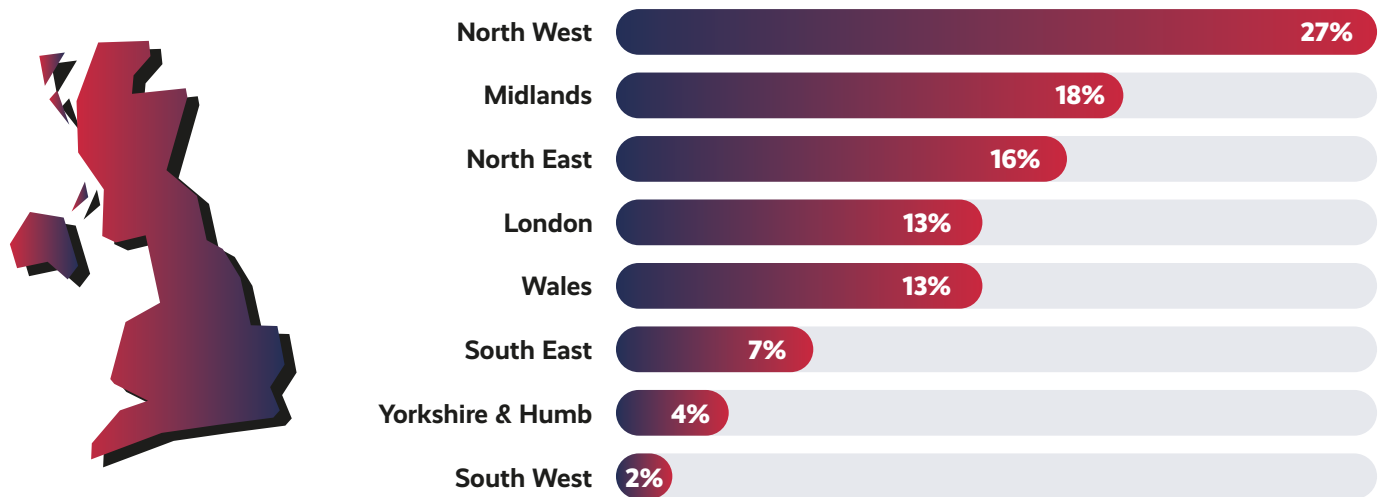
Feedback was gathered by an online survey which was created by StreetGames and sent out directly to LTOs in the StreetGames network via email. A follow-up reminder email was sent after one week to encourage responses, regional staff also followed-up with informal encouragement to LTOs to respond plus reminders were placed on social media. In total, 116 completed responses were received during the survey period.

This paper provides a summary of the key findings from this survey.

## SURVEY RESPONDENTS

In total 116 organisations within the StreetGames network responded – spanning all but one region (East).

Figure 1: Respondents by Region



The majority of respondents were Managers (46%) and Project Co-ordinators (35%), with some additional responses from coaches (6%). 12% of respondents selected the 'Other' category including roles such as: CEO, Director, Trustee and Development Officer.

We also asked respondents to share information about the diversity of the most senior leaders within their organisation, results are shown in figure 2 below.

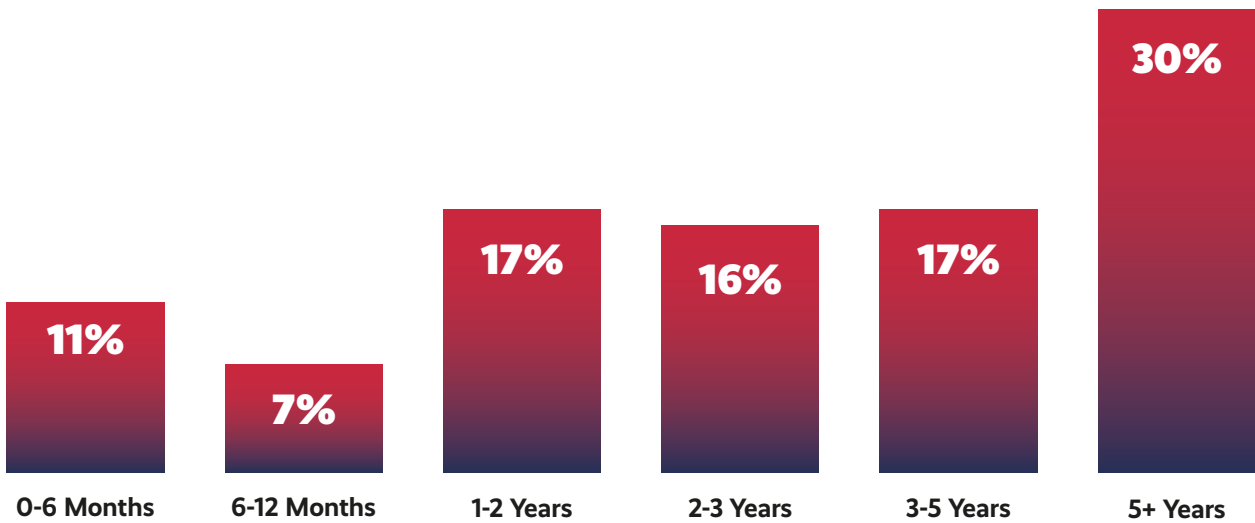
Figure 2: Leadership Diversity

Is/does the most senior leader in your organisation...



Nearly two-thirds (63%) of responses were received from organisations that have been involved with StreetGames for two or more years – including 30% that have been involved for 5+ years. However, there were also responses from organisations that are relatively new to the network – with 18% of respondents having been involved for less than one year – see below.

Figure 3: Length of time organisation has been involved with StreetGames



## SATISFACTION & RELATIONSHIP WITH STREETGAMES

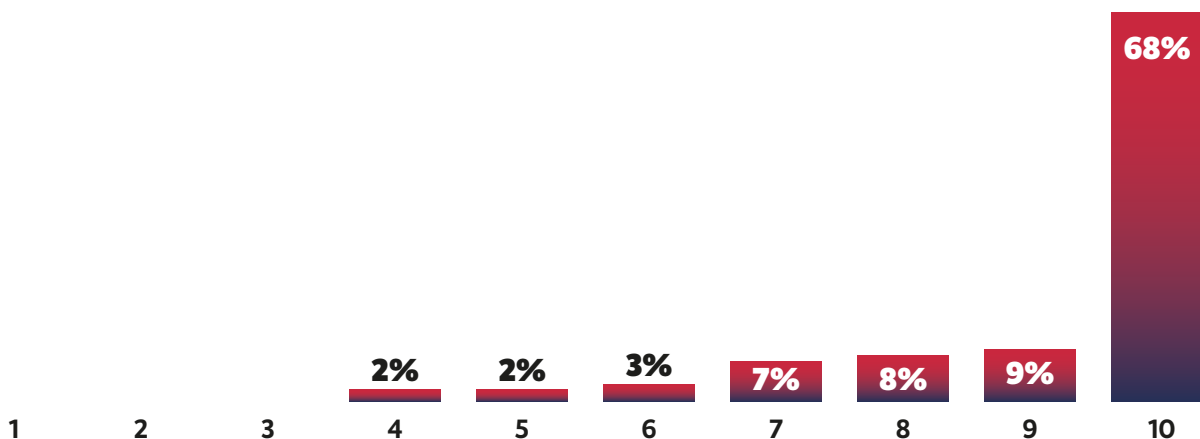
Levels of satisfaction with StreetGames are very high – 95% of respondents rated their experience of working with StreetGames as either very good/good and 98% stated that they would be likely to continue working with StreetGames in the future.

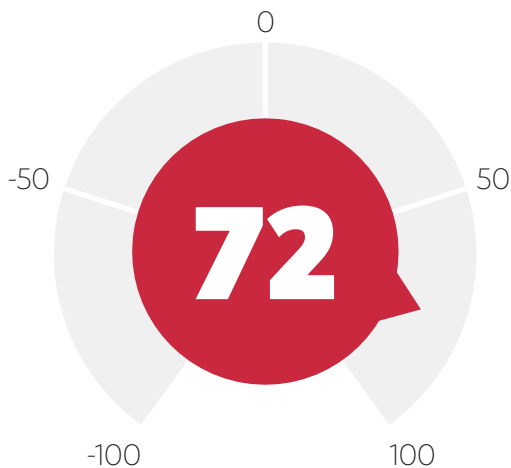
Figure 4: Experience of working with StreetGames



In addition, most organisations said that they would be likely to recommend StreetGames to other organisations or projects – see below.

Figure 5: Likelihood of recommending StreetGames to other organisations [1= not at all likely / 10 = extremely likely]





This type of question can be used to provide a net promoter score (NPS) in which the scores of the ‘detractors’ (i.e. those scoring between 1-6) are subtracted from the ‘promoters’ (i.e. those scoring 9-10) to provide a NPS. The StreetGames NPS is 72 which is deemed to be an excellent score. It is also an improvement on the scores recorded in 2018 and 2019 – when the NPS was 64 and 63 respectively.

As a follow-up to this question, respondents were asked ‘What changes would StreetGames have to make for you to give them a higher rating?’ responses included:

“Having a more simplified application process and to give providers more time to prepare for delivery of the Holiday Activity & Food (HAF) programmes, possible a yearly application for all HAF programme”

“Making it easier to be better connected and identify more relevant touch points and partnership approaches”

“Greater direct financial support to LTOs for non-delivery aspects and leadership training for senior staff members rather than youth and development staff.”

“Having more designated contact with StreetGames  
“We had a lot of meetings with StreetGames in the beginning, and lots of exciting support was discussed, but nothing has come of it. There has been no ongoing contact for a couple of years now. It would be good to have had a named contact from StreetGames and regular check-ins (even yearly) to see how our project was progressing and whether any of the initial ideas could be developed”

## PRIORITIES AND CHALLENGES

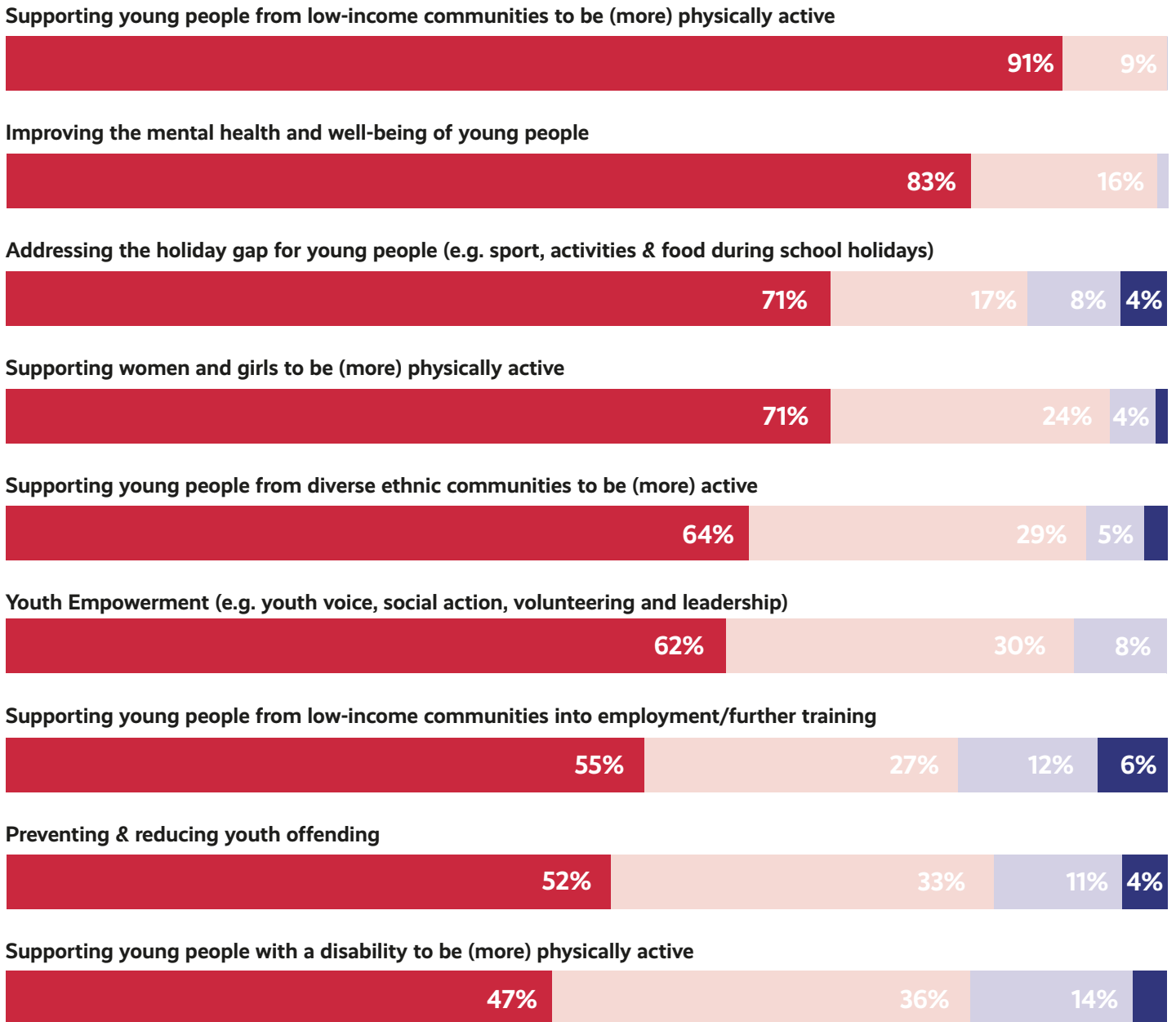
Respondents were asked to think about their doorstep sport activities going forwards and to indicate the extent to which each of the following aspects were a priority for them.

As Figure 6 below shows, the aspects where the highest proportion of respondent’s state that the issue is a ‘high priority’ for their own organisation are: ‘supporting disadvantaged young people to be (more) physically active (91%)’, ‘Improving mental health and well-being of young people (83%)’, ‘Addressing the holiday gap for young people (e.g. sport, activities & food during school holidays) (71%)’ and ‘supporting women and girls to be more active’ (71%).



Figure 6: Organisational Priorities

High Priority Medium Priority Low Priority Not a Priority

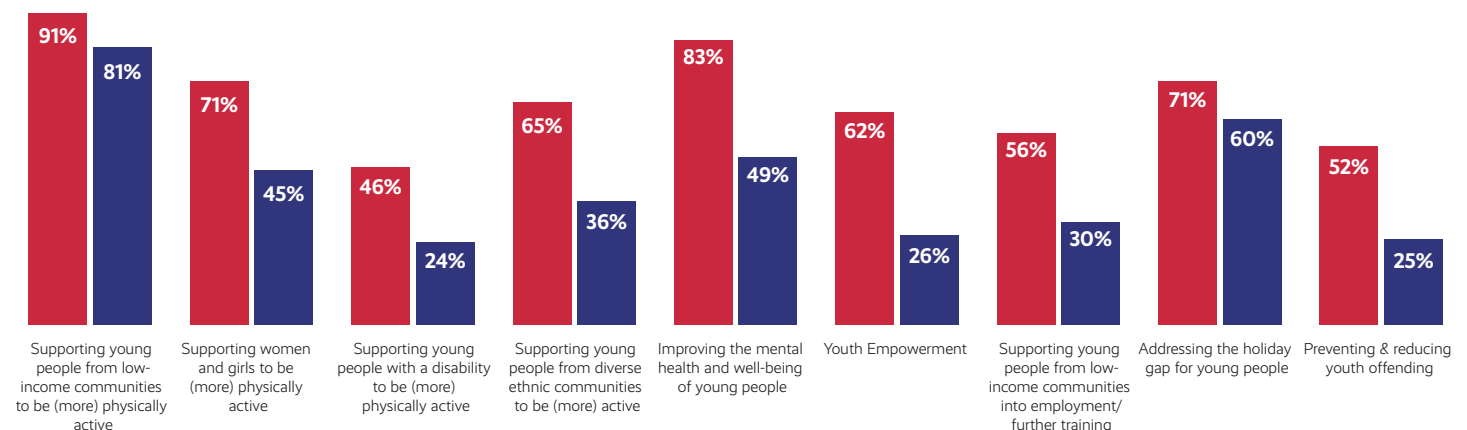


Some organisations also stated additional areas which were key priorities for their own organisation, which included: Bringing communities together, supporting families to become more active together by increasing parental engagement in physical literacy, supporting young people to improve positive social interactions and relationships, and supporting young people re: Serious organised crime and exploitation.

The survey also asked participants, from the list of priority areas above, which they currently have funding to deliver.

Figure 7: Priority areas and funding

High Priority Area Funding for Area



The results in figure 7 show that the most commonly funded priority areas are ‘Supporting young people from low-income communities to be (more) physically active’ (81%) and ‘Addressing the holiday gap for young people (e.g., sport, activities & food during school holidays)’.

When comparing figures 6 and 7, it can be seen that there are a number of aspects which LTOs rank as a high priority but do not currently have funding to deliver on – most notably this includes: youth empowerment work and work aimed at improving the mental health and well-being of young people.

To gauge LTO aspirations linked to StreetGames End Game, the survey also asked respondents to indicate, which aspects they would expand, if they had additional resources – Figure 8 below shows the responses.

Figure 8: Additional resources



As can be seen above, the order of aspects which the highest number of LTOs selected that they would like to expand if they had additional resources, was:

1. To offer more support for young people to become volunteers/leaders (91%)
2. To deliver more sessions throughout the year (90%)
3. To expand their delivery to reach into other neighbourhoods in their local area (78%)
4. To deliver new/different sports (78%); and
5. Deliver more sports/connect with NGBs (73%)

Respondents were asked to select from a range of themes, which had presented challenges to their organisation. Respondents were able to select more than one response, so the graph below demonstrates the range of challenges that LTOs face.

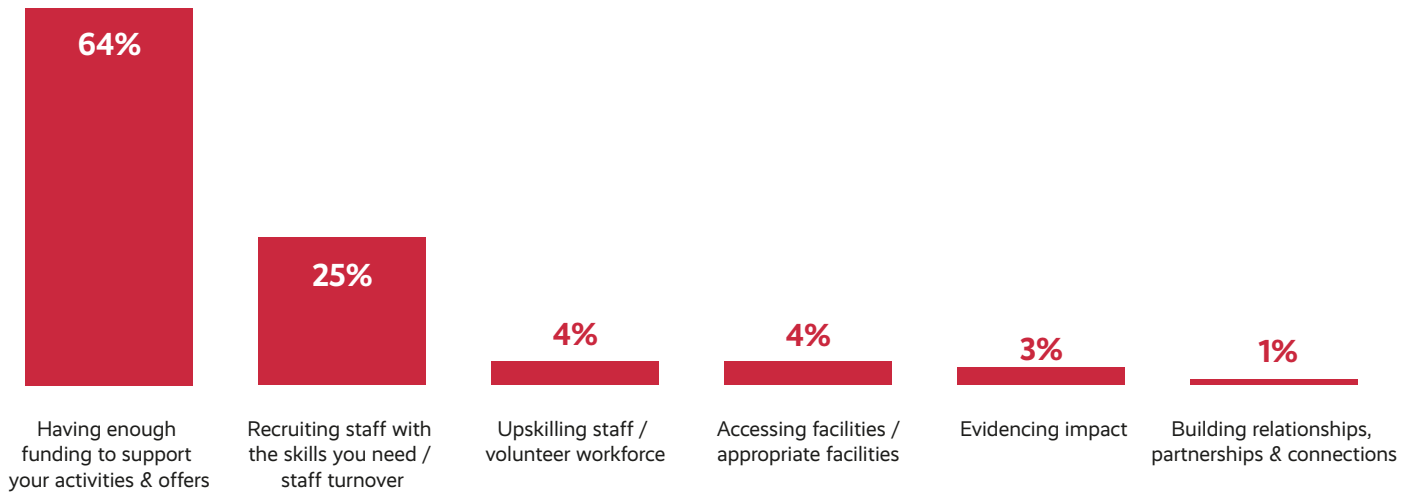
Figure 9: Organisational Challenges



The responses show the most common challenges facing LTOs are 'Having enough funding to support your activities & offers' (80%) and Recruiting staff with the skills you need/staff turnover (62%).

As a follow-up to this question, the survey asked respondents to identify from the list above, which aspect presented the single greatest challenge to their organisation.

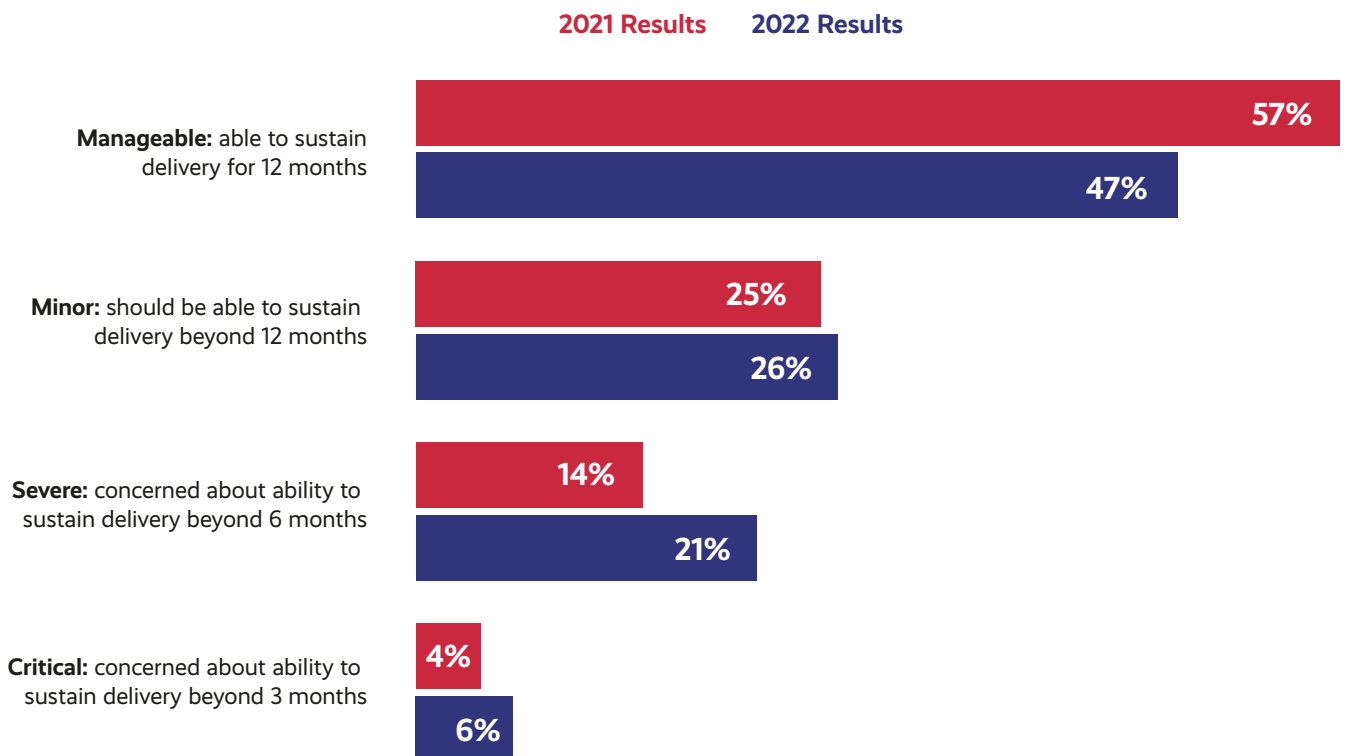
Figure 10: Organisational Challenges 2



The results reaffirm that the two aspects which challenge LTOs the most are Having enough funding to support your activities & offers (64%) and Recruiting staff with the skills you need/staff turnover (25%).

Linked to the challenges above, the survey asked respondents to describe their current financial situation, results shown below in figure 11.

Figure 11: Current financial situation

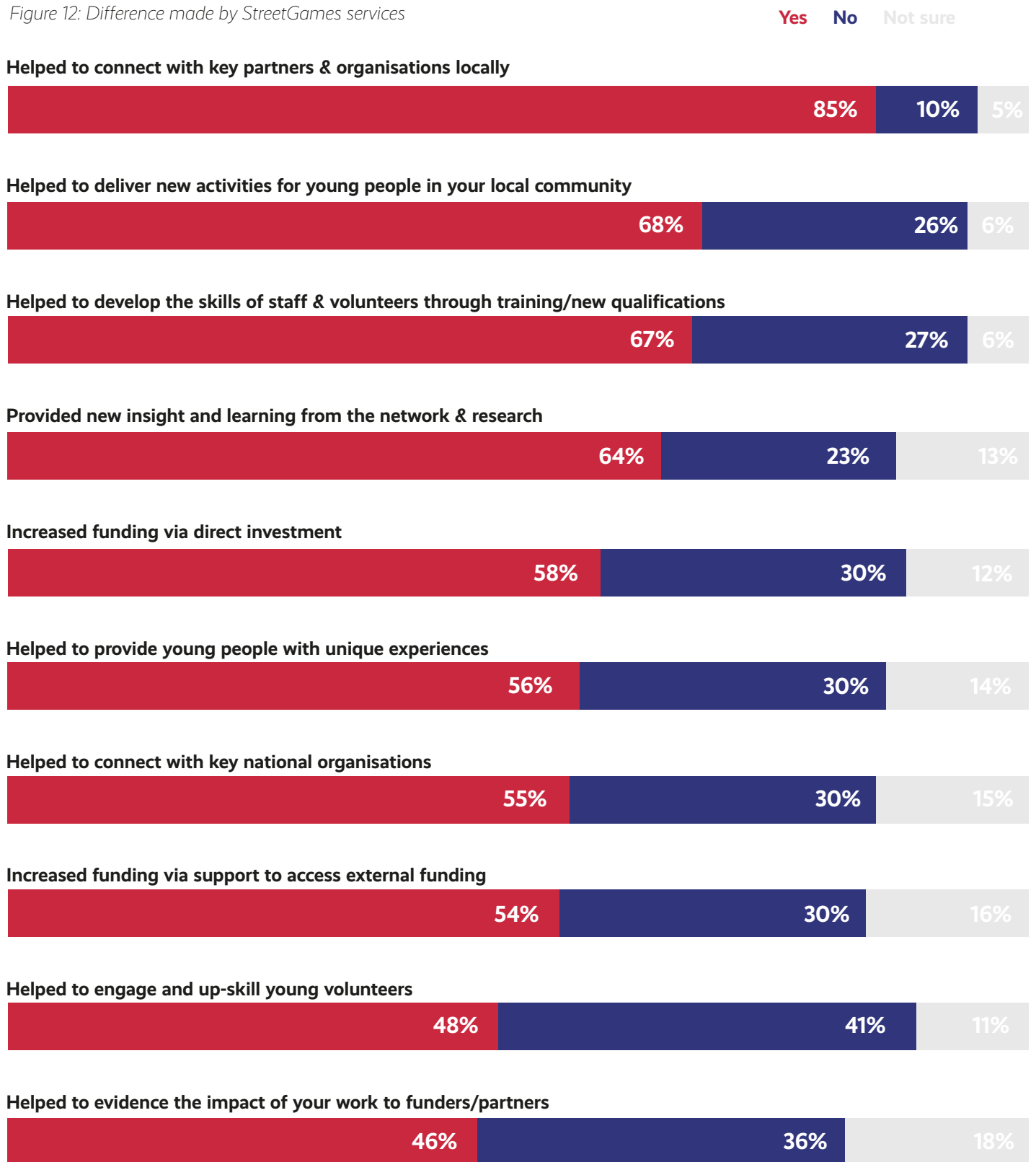


The results show that whilst the majority of respondents still describe their financial situation as sustainable for at least 12 months, the proportion of LTOs who say that their financial position is stable beyond 12 months has fallen by 10% - with this difference being made up with increases in the number of LTOs who described their financial situation as minor (1% increase), Severe (7% increase) and Critical (2% increase).

## STREETGAMES SERVICES AND SUPPORT

Respondents were asked to indicate what difference (if any) has being involved with StreetGames made to their organisation over the past 12 months across a range of aspects.

Figure 12: Difference made by StreetGames services



Results in figure 12 above show that StreetGames had 'Helped to connect with key partners & organisations locally' (85%), 'Helped to deliver new activities for young people in your local community' (68%) and 'helped to develop the skills of staff & volunteers through training/new qualifications' (67%).

Further comments provided by respondents emphasises the difference being involved with StreetGames has made to their organisation over the past 12 months:





Taught me about obtaining funding, importance of using young volunteers within our Club, giving me the confidence and knowledge through insights to advocate for disadvantaged youth in my Borough



It has enabled us to deliver sessions at times that is suitable for the young people, the sessions are delivered in two areas at present. With staff expansion and training we would like to deliver this elsewhere across the city where the need is identified. Before this funding we were unable to deliver sessions for young people due to the cost.



Having the support of StreetGames makes a big difference to our organisation. From direct funding such as DS + Empowerment, to indirect links to funding i.e. GM VRU - SG have helped us grow, expand and improve the provisions we offer the community of Bolton.



Supported our organisation with network opportunities to broaden our impact, upskilled our workforce to deliver a wider scope of activities and helped to build our key principles that we adhere to within sports sessions to accommodate for those in need.

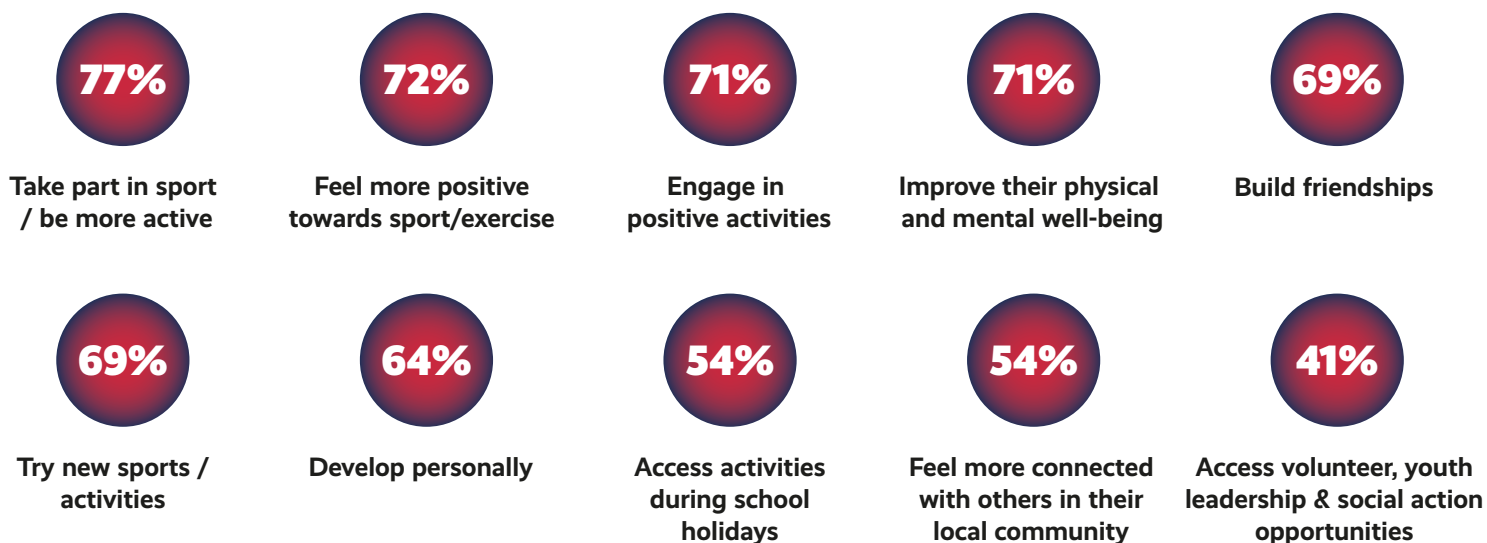


It would be too difficult to explain briefly. StreetGames has had a huge impact on our club and coaching staff. not only is the scheme have fantastic values in what its achieving, but the support and networking, along with effort the staff go to to help you, has been the best service and help I have had in 15 years working in sport. thank you so much for your emails, support staff, funding you are helping me achieve the best for the 4th oldest tennis club in the world.



Respondents were also asked what difference StreetGames' support has made to THEIR impact on Young People. Results are shown in Figure 13 below.

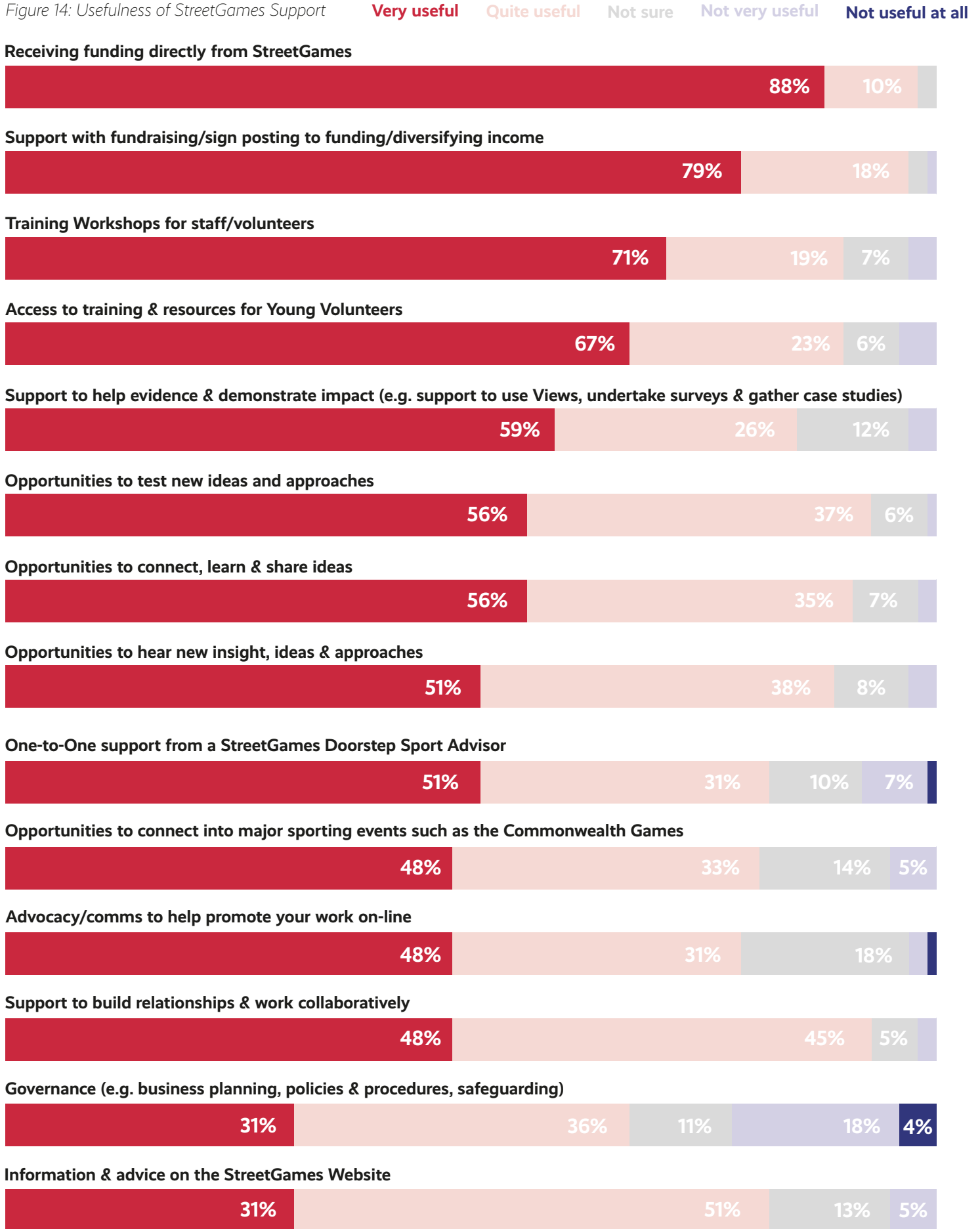
Figure 13: Has StreetGames support helped you to provide activities which enabled young people from low-income communities to:



Results show the most common answers were to 'Take part in sport /be more active' (77%), 'Feel more positive towards sport/exercise' (72%) and 'Engage in positive activities' (71%) – but also show wider benefits also, in relation to impacting positively on mental health and well-being, personal development and sporting capital (i.e. confidence, competence and connections).

Respondents were asked to think ahead to the upcoming two years and consider what types of support would be useful for their organisation. Results are shown in figure 14.

Figure 14: Usefulness of StreetGames Support



The results in figure 14 show that the area respondents felt would be the most useful to them over the next two years was 'receiving funding directly from StreetGames' (88%).

The other areas respondents stated they would value the most were:

- Support with fundraising/sign posting to funding/diversifying income – 79%
- Training workshops for staff & volunteers – 71%
- Access to training & resources for Young Volunteers – 67%

Expanding on the areas of StreetGames support that were most useful, respondents were asked to detail whether they felt there was anything StreetGames currently does or has done in the past which are really important to their organisation and that StreetGames must continue doing.

Responses were varied – but with a number around having more opportunities to connect – see below:

*The regional networking events were always very helpful to share ideas and best practice initiatives.*

*Advocacy particularly at national level for what is now the Holiday Activity & Food (HAF) Programme was very successful. Would be good to see / get involved with more of this - opportunities for persons.*

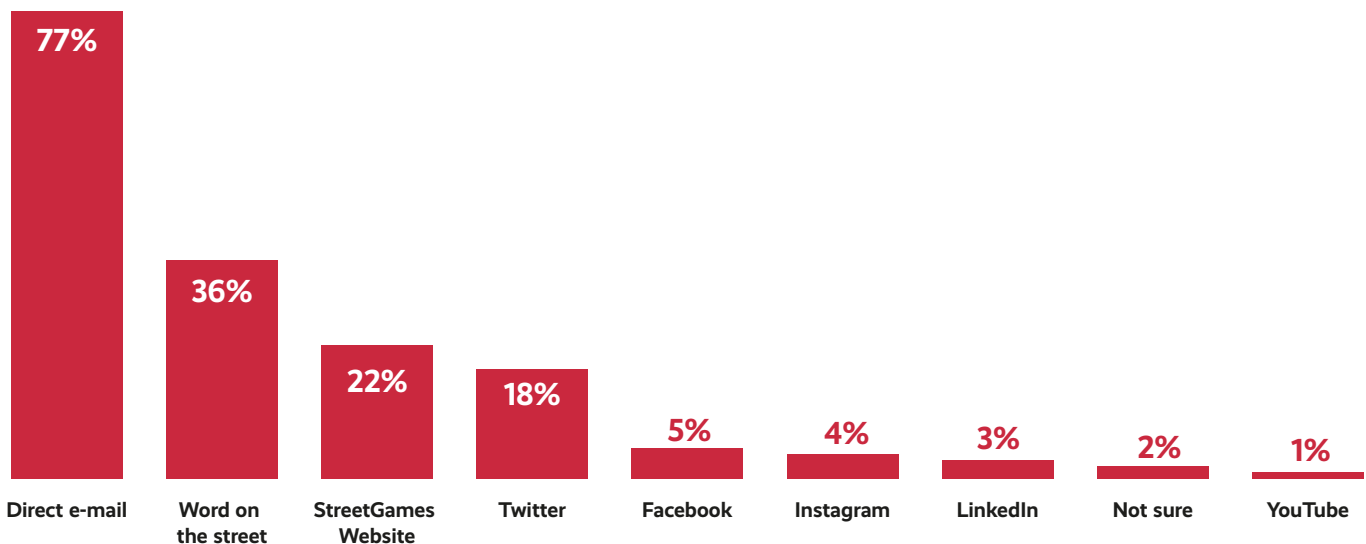
*Regular online meetings to encourage participation and exchange views and experiences from differing sports organisations i.e Talk and Learn.*

*There were lots of things - this included; training days, StreetGames days in big venues, providing branded clothing, transport to events.*

Conversely, respondents were asked whether they felt there was anything which StreetGames currently does that they felt should do less of or stop altogether – in the main, responses said 'no' or 'not sure'.

Respondents were asked which channels they most regularly find information about the latest StreetGames news, events and training opportunities. The results are shown in figure 15 below.

Figure 15: Communication channels



The results show that a direct email from a member of StreetGames staff was the most informative communication channel (77%).

Respondents were asked to think about to what extent they agreed or disagreed with the following statements with regards to how much they trust and feel aligned to StreetGames. The results are shown in figure 16 below.

Figure 16: Trust and alignment

**Strongly agree**    **Agree**    **Neither**    **Disagree**    **Strongly disagree**

**I trust StreetGames**



I feel that StreetGames staff are approachable



StreetGames is useful



I like working with StreetGames



StreetGames wants the same things for young people as I do



I feel that StreetGames trusts me



StreetGames stands for the things that concern my project



StreetGames understands the young people I work with



StreetGames understands my project needs



The results in figure 16 show that the statement respondents felt they agreed most strongly with were 'I trust StreetGames' (82%) 'I feel that StreetGames Staff are approachable' (76%) and 'StreetGames is useful' (75%).

The survey also provided respondents with the opportunity to make additional comments - a selection of quotes are shown below – showing positive praise across a number of different areas:



*To work in a collaborative environment with Street Games has helped to keep our project connected and well informed with the current climate within sports, and also provided a fantastic platform for our project to develop supporting staff and volunteers. Our engagement within the community and relationship building has been very important to sustain our activities.*



*The support and insight StreetGames has given, has been priceless. We have been able to upskill volunteers, identify and attain funding needed to expand.*



*We benefit from our relationship with StreetGames, the whole ethos of making physical activity accessible and breaking down barriers is key to engagement. The staff enjoy the opportunity of skills development from StreetGames.*



*I couldn't see any faults with StreetGames, the people you have working for you have been so helpful and kind, supporting me through the process, helping me network and grow my vision for young people at my club. Thank you so much and I hope we can continue working together.*

