



NETWORK SURVEY 2023



@StreetGamesSportsCharity



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2023 NETWORK SURVEY

INTRODUCTION

During June and July 2023, StreetGames conducted consultations with Locally Trusted Organisations (LTOs) within the network to gather feedback on various key areas. The areas of focus included:

- Identifying the key priorities and challenges faced by LTOs.
- Assessing the impact of StreetGames services and support on LTOs and the young people they serve.
- Evaluating the overall satisfaction of LTOs with their relationship with StreetGames.

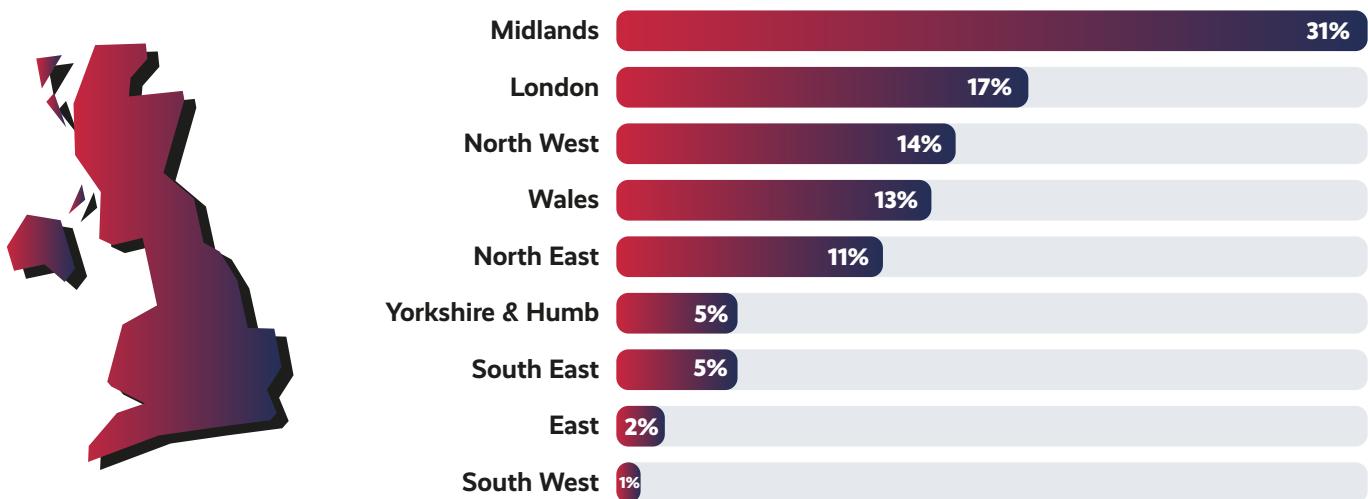
To collect this feedback, StreetGames created an online survey that was sent directly to LTOs in the StreetGames network via email. To encourage response, a follow-up reminder email was sent after one week, and regional staff also provided informal encouragement to LTOs for their participation. Additionally, reminders were posted on social media platforms. Throughout the survey period, a total of 212 completed responses were received.

This document presents a summary of the key findings obtained from the survey.

SURVEY RESPONDENTS

In total 212 organisations within the StreetGames network responded – spanning all regions.

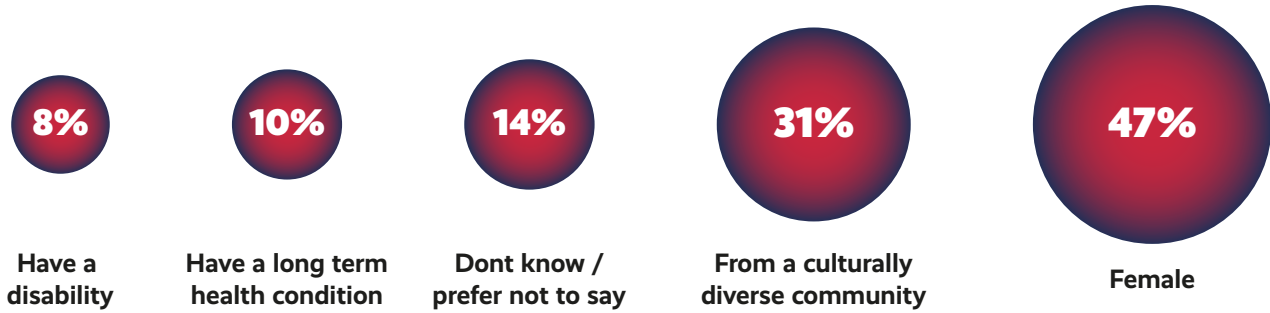
Figure 1: Respondents by Region



The majority of respondents were Managers (45%) and Project Co-ordinators (32%), with some additional responses from volunteers (4%) and coaches (2%). 15% of respondents selected the 'Other' category, encompassing roles such as, CEO, Director, Head of programmes, Administrator, Business Support Worker, Trustee, Chair and Coordinator.

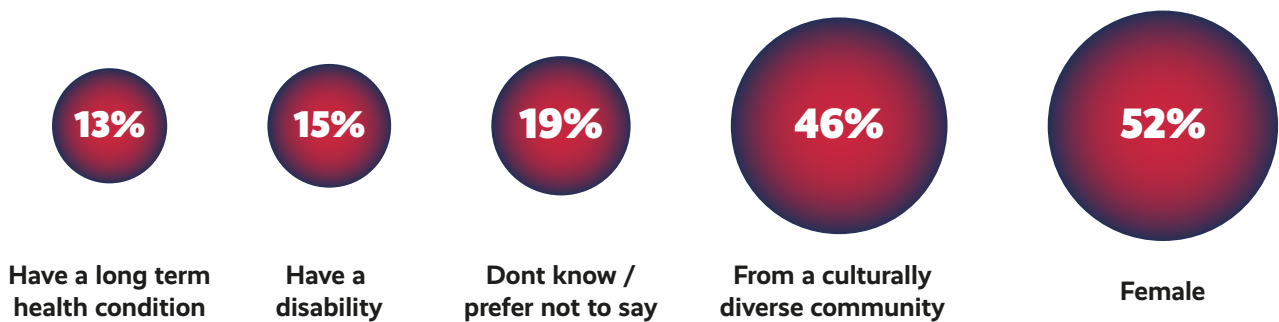
The survey also asked respondents to share information about the diversity of the most senior leaders within their organisation, results are shown in figure 2 below.

Figure 2: Leadership Diversity Is/does the most senior leader in your organisation...



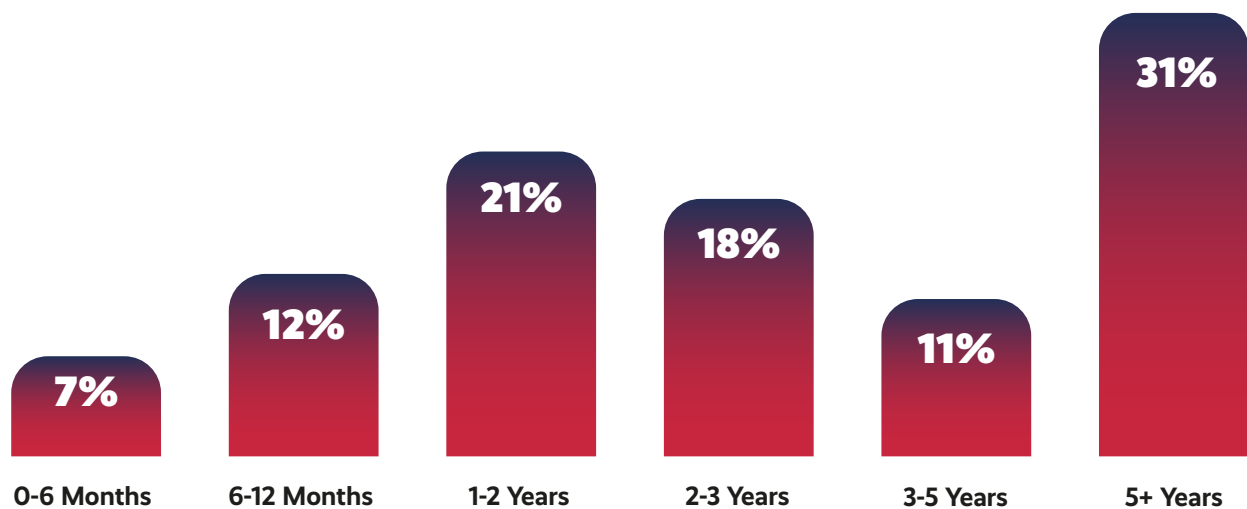
Respondents were also asked to provide information on the diversity of their entire workforce. Figure 3 highlights the average taken from all responses.

Figure 3: Workforce Diversity What Percentage of your workforce is....



Over half (59%) of responses were received from organisations that have been involved with StreetGames for two or more years – including 31% that have been involved for 5+ years. However, there were also responses from organisations that are relatively new to the network – with 19% of respondents having been involved for less than one year.

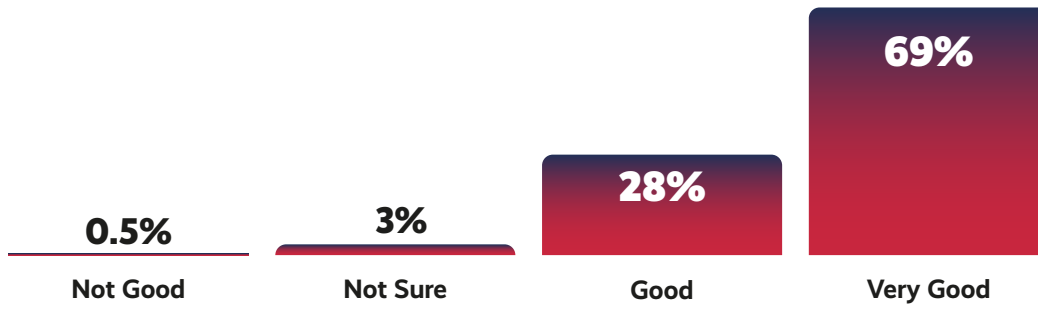
Figure 4: Length of time organisation has been involved with StreetGames



SATISFACTION & RELATIONSHIP WITH STREETGAMES

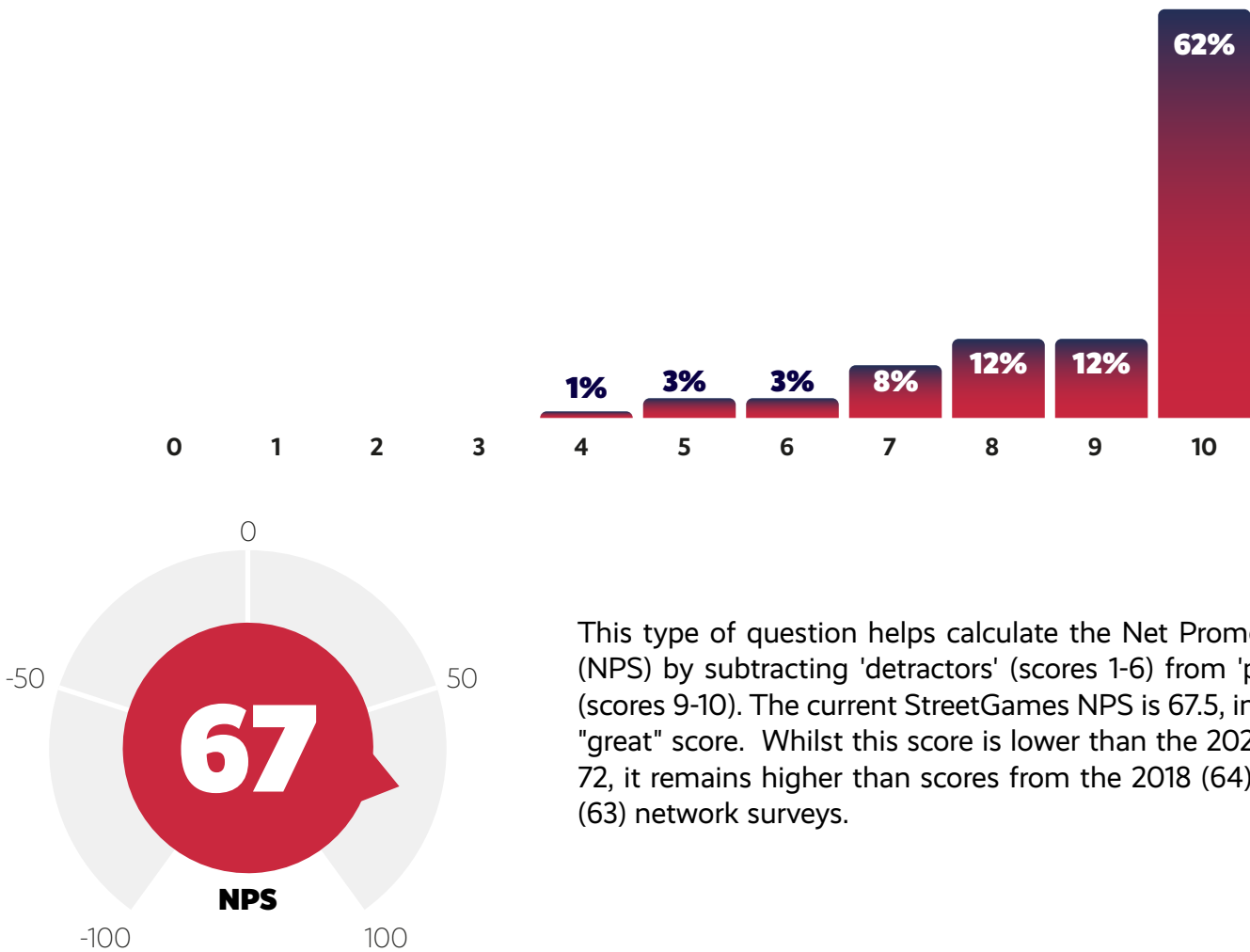
Levels of satisfaction with StreetGames remain high - 97% of respondents rated their experience of working with StreetGames as either "very good" or "good." Moreover, 99% of respondents indicated that they are likely to continue working with StreetGames in the future, with 83% stating it would be "very likely" and 16% expressing it would be "quite likely."

Figure 5: Experience of working with StreetGames.




In addition, most organisations said that they would be likely to recommend StreetGames to other organisations or projects – see figure 6.

Figure 6: Likelihood of recommending StreetGames to other organisations [1= not at all likely / 10 = extremely likely]



This type of question helps calculate the Net Promoter Score (NPS) by subtracting 'detractors' (scores 1-6) from 'promoters' (scores 9-10). The current StreetGames NPS is 67.5, indicating a "great" score. Whilst this score is lower than the 2022 score of 72, it remains higher than scores from the 2018 (64) and 2019 (63) network surveys.

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 can be grouped into the following themes:

COMMUNICATION	RESPONSES
 <p>Increased one-to-one interactions and face-to-face communication with StreetGames staff.</p>	<p>"More 121 communication"</p> <p>"Reintroduce face to face support for LTOs".</p> <p>"More time with us, trouble-shoot and advise us on tweaks to make / steps to take."</p> <p>"Honest Communication with area leads".</p>

LONG TERM FUNDING



Increased funding streams, as well as longer collaboration and funding for enhanced sustainability.

"Longer-term funding and more funding streams available"

"Funding not only main holidays but all"

"Longer funding delivery timescales to enhance sustainability".

"StreetGames ability to help source / secure funding depends directly on what is made available for them to administer. As yet, since the Youth Justice funding they have not had other funds for which we would be eligible."

RESPONSES

SIGNPOSTING



More efficient signposting process, facilitated by staff, is desired to better guide organisations towards suitable funding options and support services.

"More information about range of funding and services available".

"Knowing more staff to allow a more efficient process to signpost".

RESPONSES

OTHER



"Get smaller charities who are on the ground and hands on in the community more involved and more funding support"

"More visible"

"Showcase more of our work being delivered".

"DELIVER WEEKLY OR HOLIDAY WORKSHOPS"

RESPONSES

Some additional comments were made by organisations predominantly delivering the Holiday Activity Fund (HAF) programme - these included:

- *"It would be useful to get results of funding applications sooner, in regards to HAF funding, to provide more time to get everything set up, organised and advertised for holiday camps".*
- *"The menu template sent out is very difficult to work with and doesn't give enough room to sufficiently describe our food provisions. We have also had lots of problems in the past with the FSM codes and families managing to book on with incorrect or missing codes."*
- *"Understand sport is one small element of what we do."*
- *"Your priority is sport, so it's not such a good fit as a broader funder."*



CURRENT DELIVERY

Respondents were asked to provide details regarding their current delivery. Figure 7 shows the approximate number of sessions organisations are delivering per week.

Figure 7: The approx. total number of sessions typically delivered on a weekly basis for young people in the community.

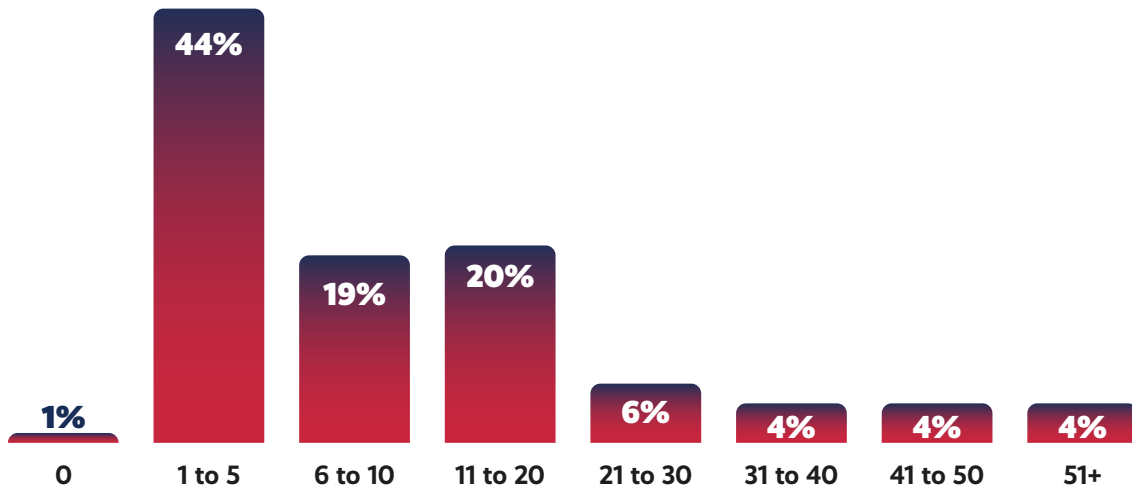
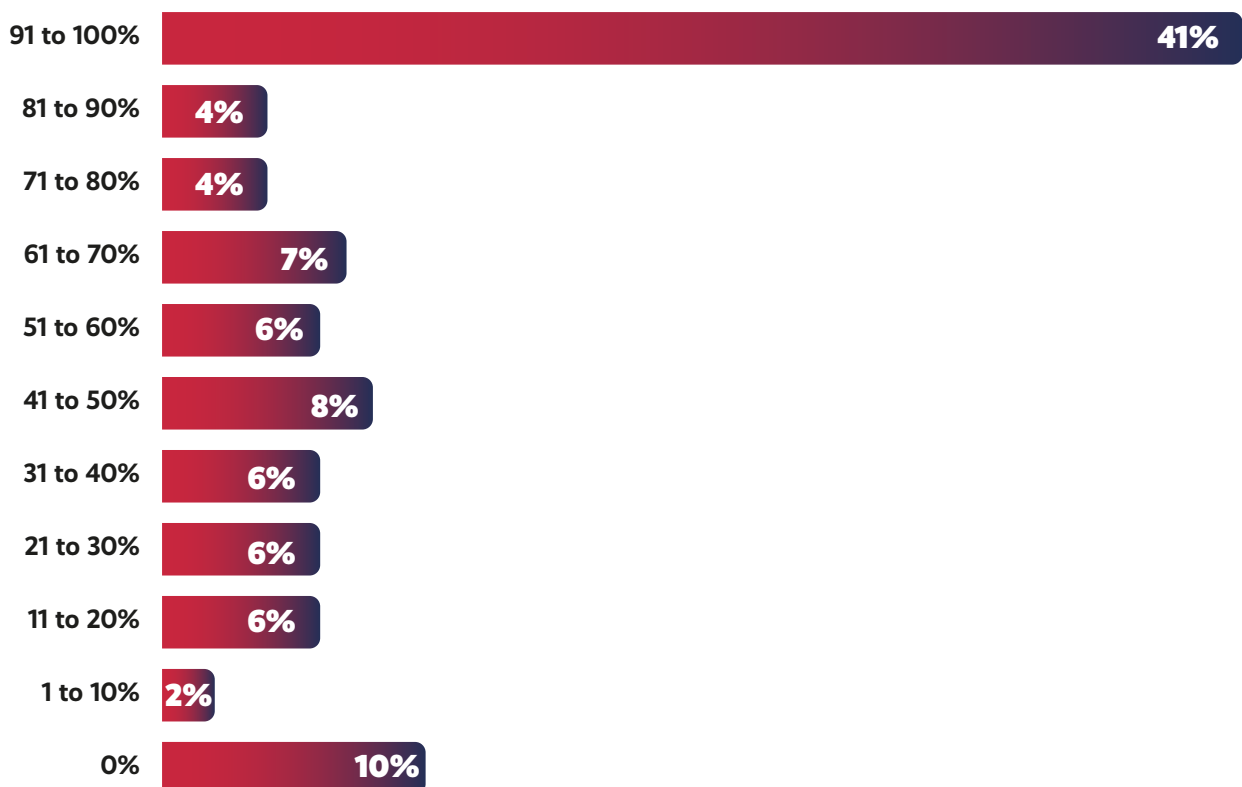


Figure 7 highlights that almost half the respondents (44%) tend to deliver 1 to 5 sessions for young people in their community weekly and with the majority of respondents delivering **less than 20 sessions per week**, although there was significant variation in responses.

In terms of the nature of these sessions, 41% of respondents stated that the majority (91% to 100%) of their delivery was for doorstep sport style sessions. However, for other respondents, doorstep sport sessions make up a smaller proportion of their overall delivery – which typically may include: general youth, music/arts, educational and community-based activities. It's also worth noting that for 10% of the respondents, doorstep sport style sessions accounted for 0% of their weekly delivery, indicating that sport may play a smaller role in a wider approach of engaging young people for some organisations in the network.

Figure 8: Weekly doorstep sport style sessions.



In comparison to the pre-pandemic era, 49% of respondents reported that they are now delivering more sessions, whilst 33% said they are delivering an equivalent number and 18% are delivering less.

Figure 9: Sport delivery compared to Pre-Pandemic.

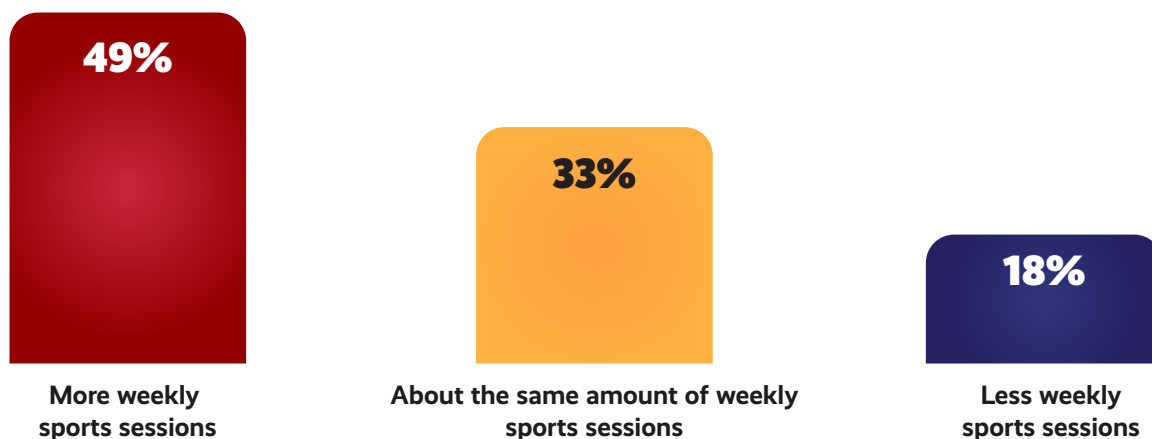


Figure 10 shows that the majority of respondents (87%) deliver year-round, with a small number delivering only during school holidays (7%) or only during term times (6%). For respondents who deliver sessions during the school holidays, 81% deliver in all school holidays (including half term), and 19% deliver just in the main school holidays (i.e., Summer, Christmas, Easter).

Figure 10: Periods of delivery

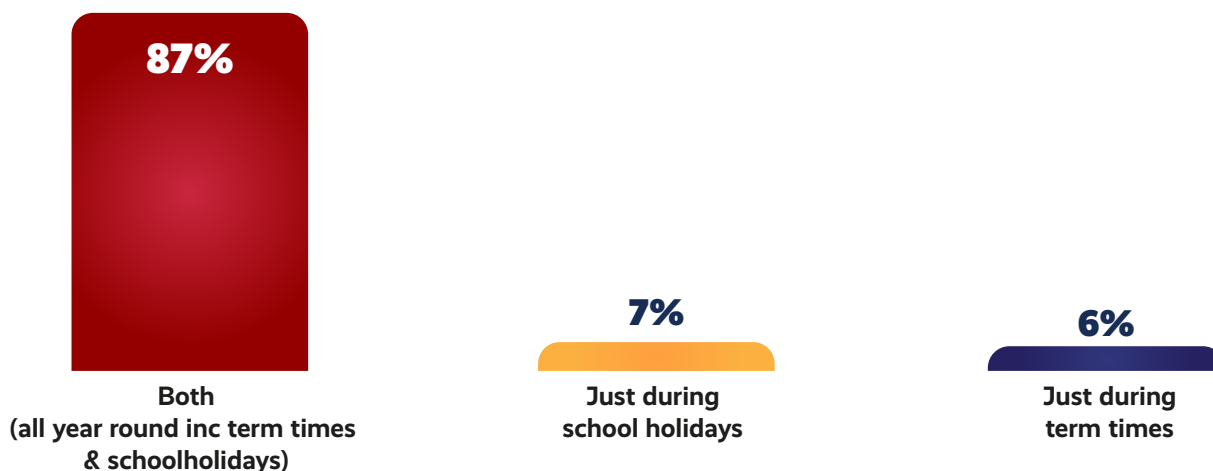


Figure 11 highlights that half the respondents (49%) engaged between 1 and 200 young people in the past year, however there was a broad range of responses - with 19% of organisations reporting to have engaged over 500 young people and 13% engaging over 1,000 young people in the past year. Alongside this, respondents were also asked how many individual young volunteers supported their sessions per year. Figure 12 highlights that 55% have had 1 to 10 volunteers supporting their sessions in the past year, whilst some organisations reported much higher volunteer numbers.

Figure 11: Approximate number of young people engaged in doorstep sport style sessions in the past year.

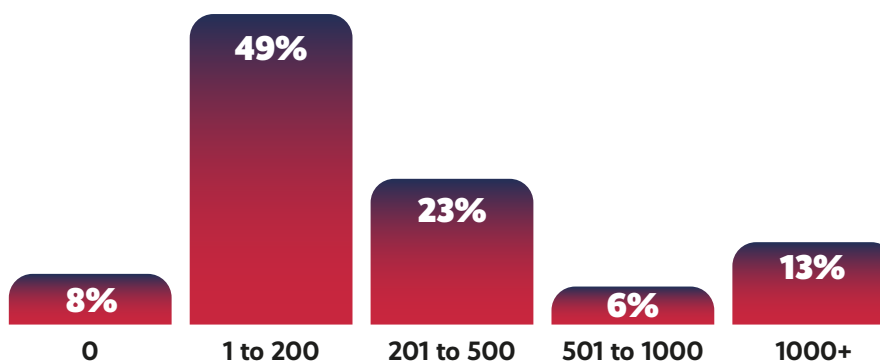
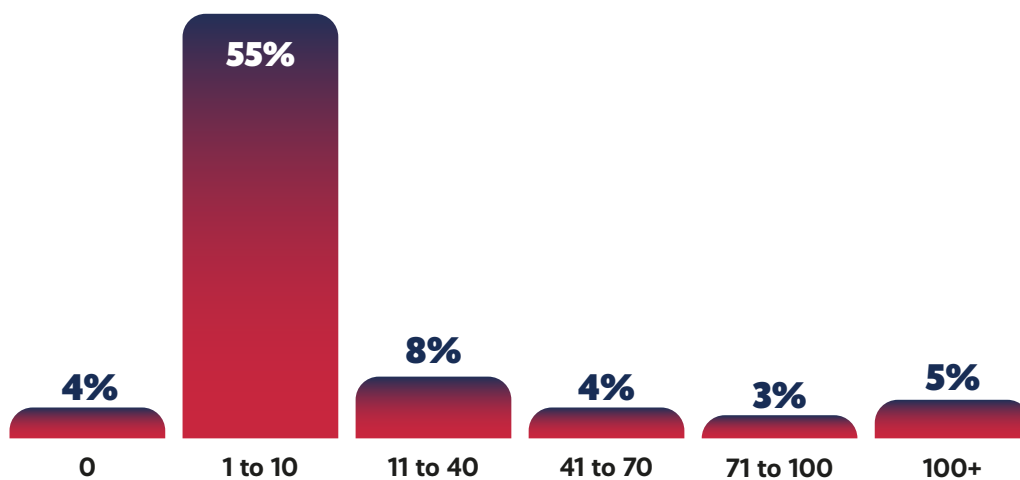


Figure 12: Approximate number of volunteers supporting organisation sessions in the past year.

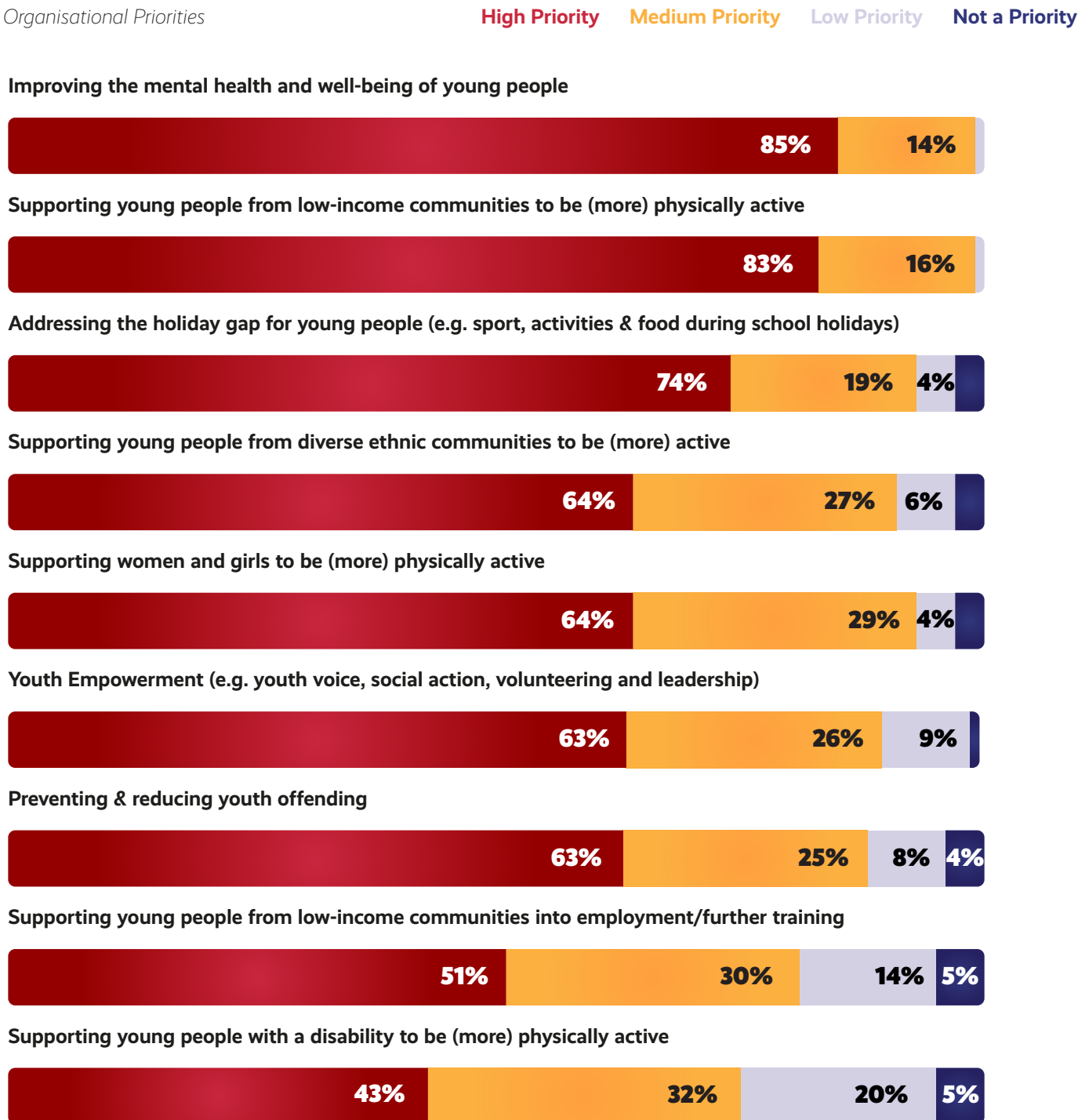


PRIORITIES AND CHALLENGES

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 13 below shows, the aspects where the highest proportion of respondent's state that the issue is a 'high priority' for their own organisation are: **'Improving mental health and well-being of young people (85%)'**, **'supporting young people from low income communities to be (more) physically active (83%)'** and **'Addressing the holiday gap for young people (e.g. sport, activities & food during school holidays) (74%)'**.

Figure 13: Organisational Priorities



Some organisations also stated additional areas which were key priorities for their own organisation, which included: Providing young carers with a break from their roles, cohesion, addressing prevalent local issues, being adaptable and allowing young people's current situation to determine the organisations priority, and providing an environment where young people can openly and freely discuss their concerns without fear of judgement.

The survey also asked participants, from the list of priority areas above, which they currently have funding to deliver – see Figure 14 below.

Figure 14: Priority areas and funding

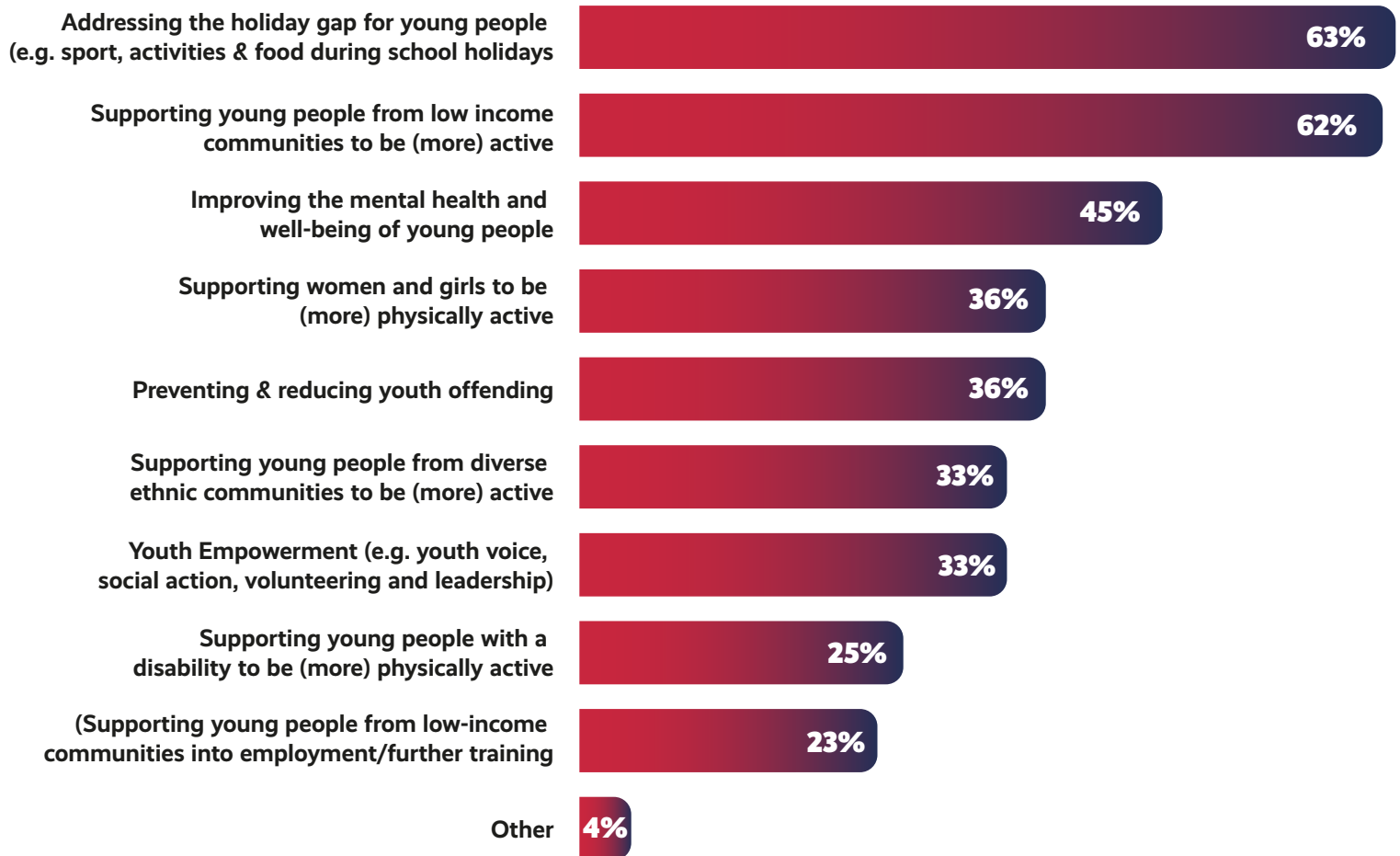


Figure 14 highlights that the most commonly funded priority areas are 'Addressing the holiday gap for young people (63%)', closely followed by 'supporting young people from low-income communities to be (more) physically active' (62%). **It's worth noting that organisations receiving funding for the latter has decreased by 19% compared to the 2022 survey responses, where 81% of organisations were funded for this priority area.**

When comparing figures 13 and 14 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: Improving mental health (**85% high priority vs 45% with funding**), Supporting young people from diverse ethnic communities to be (more) active (**64% high priority vs 33% with funding**), Youth Empowerment work (**51% high priority vs 33% with funding**) and supporting young people from low-income communities into employment/further training (**50% high priority vs 23% with funding**).



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 15 below shows the responses.

Figure 15: Aspirations with Additional resources

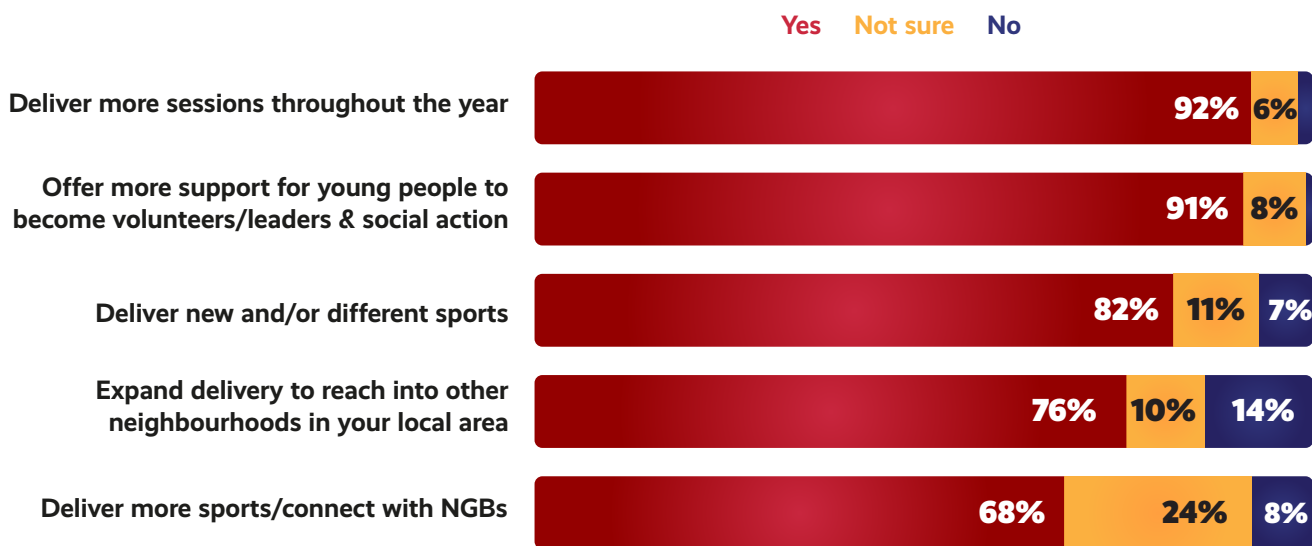
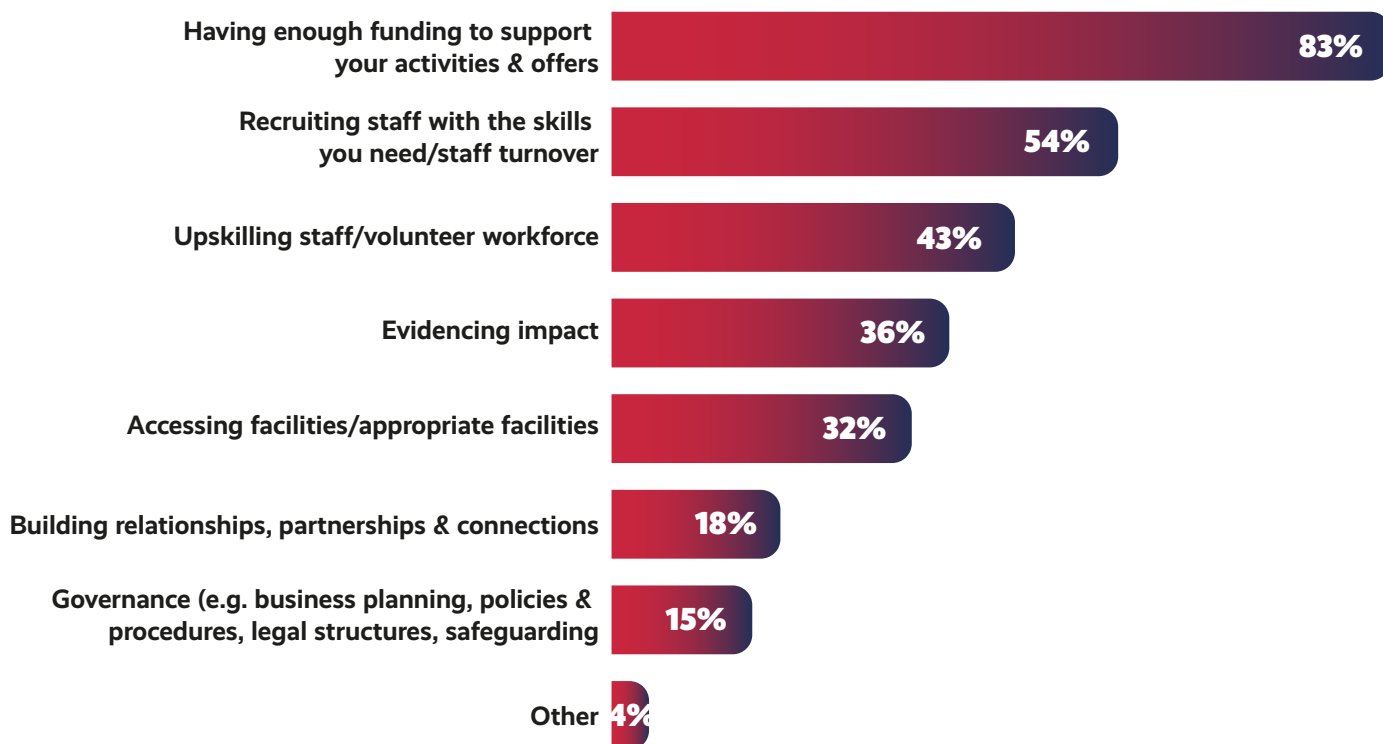


Figure 15 show respondents most common aspirations were to; deliver more sessions throughout the year (92%) and offer more support for young people to become volunteers/leaders & social action (91%).

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 figure 16 demonstrates the range of challenges that LTOs face.

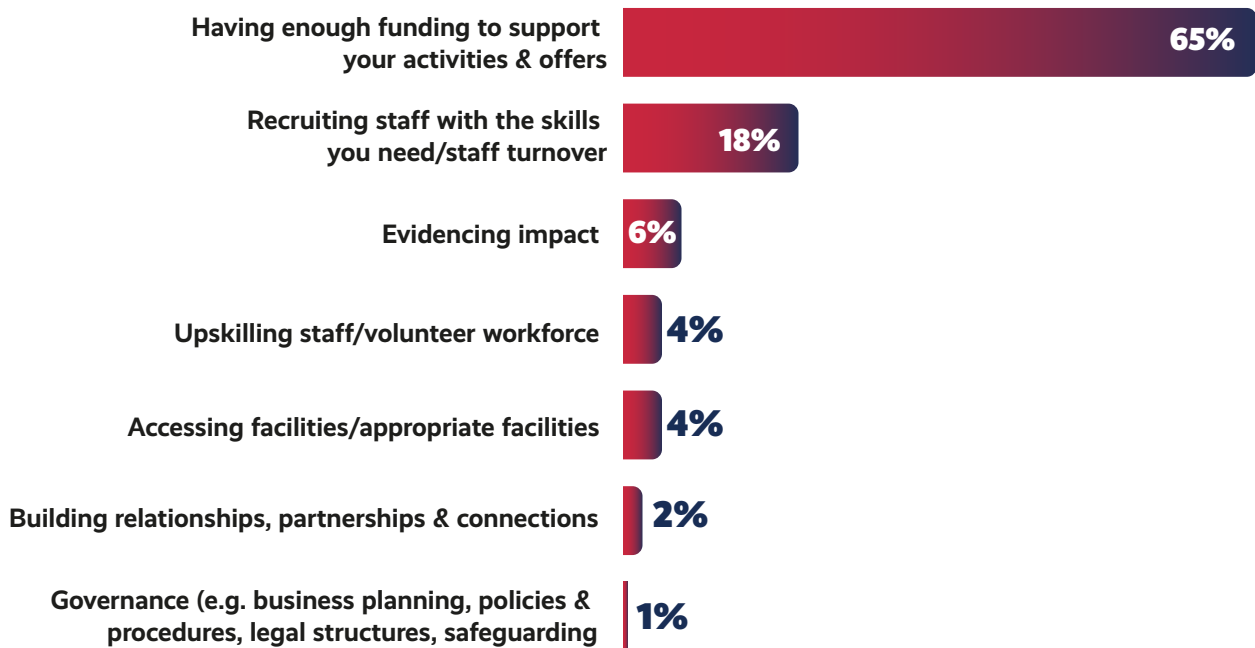
Figure 16: Organisational Challenges



The responses show the most common challenges facing LTOs are ‘Having enough funding to support your activities & offers’ (83%) and ‘Recruiting staff with the skills you need/staff turnover’ (54%).

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.

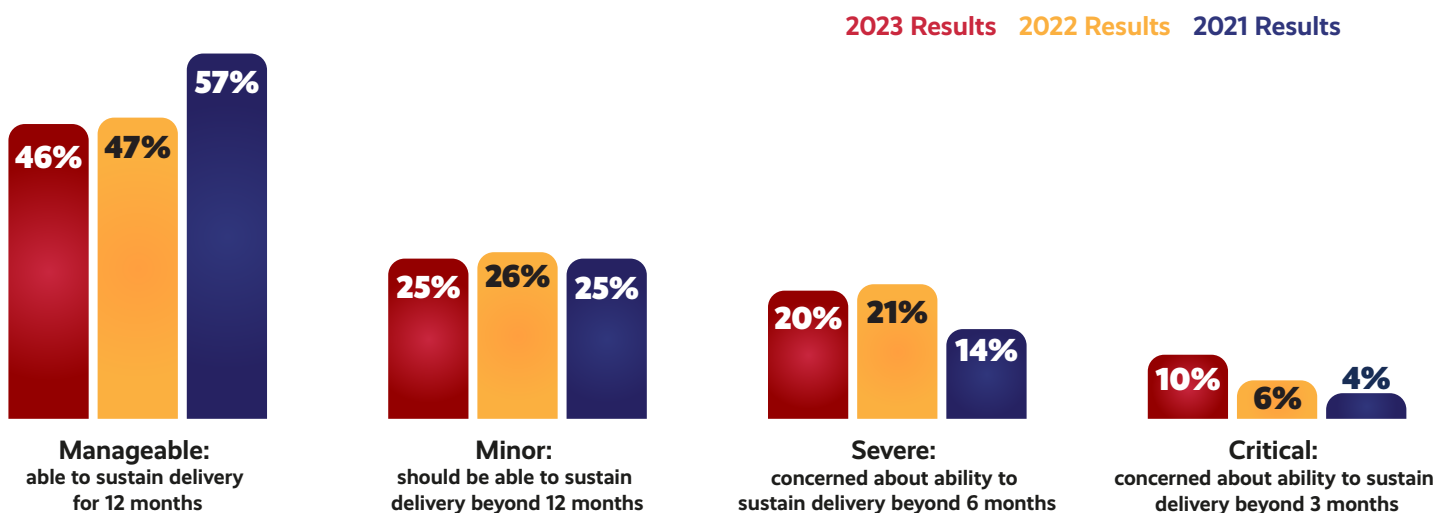
Figure 17: Organisation's Greatest Challenge



The results reaffirm that the two aspects which challenge LTOs the most are Having enough funding to support your activities & offers (**65%**) and Recruiting staff with the skills you need/staff turnover (**18%**). These responses are consistent with the results from the 2022 network survey.

Linked to the challenges above, the survey asked respondents to describe their current financial situation, results are shown below in figure 18.

Figure 18: Current financial situation



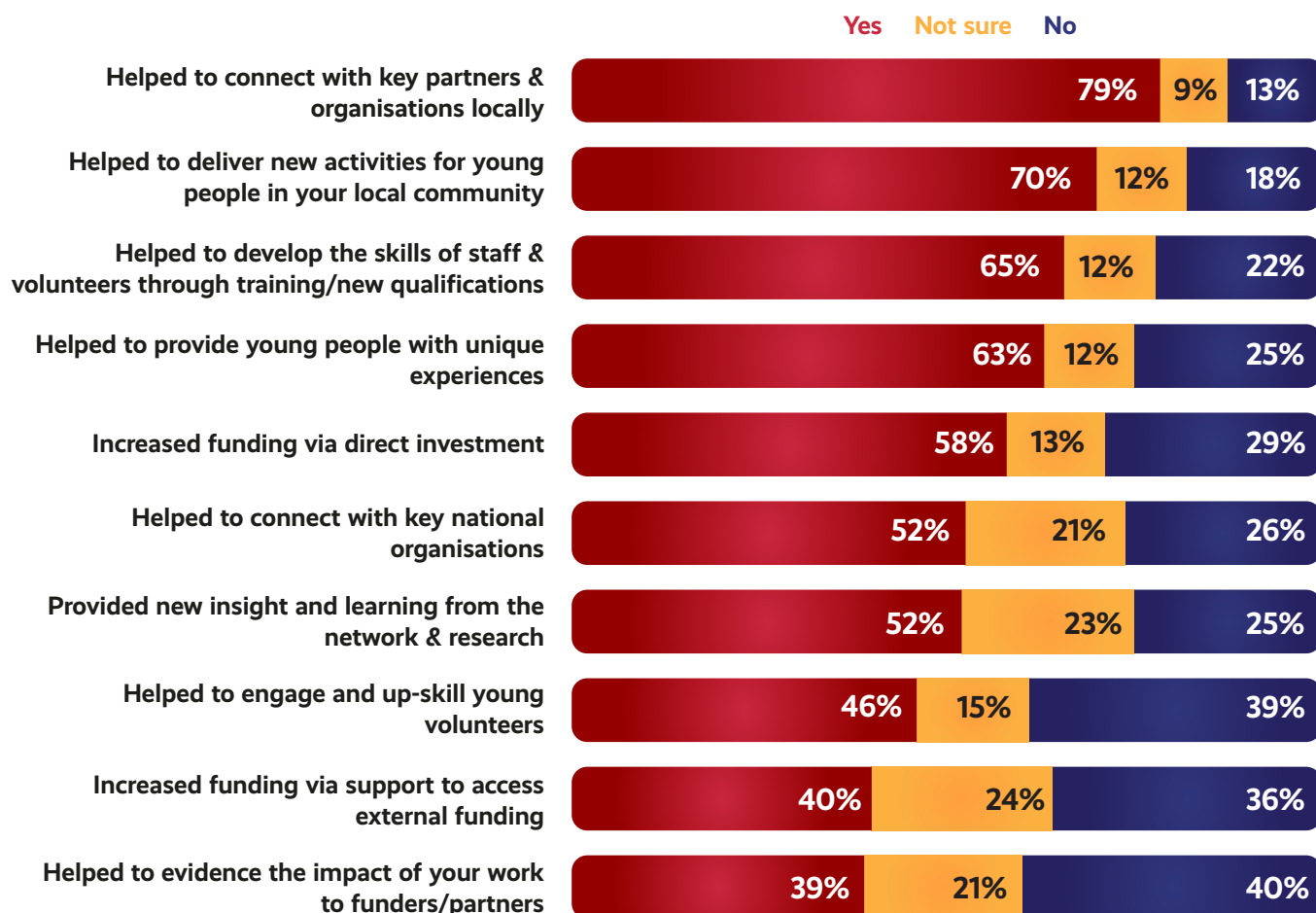
The results show that whilst almost half of respondents still describe their financial situation as sustainable for at least 12 months. However, the proportion of LTOs who say that their financial position is manageable has continued to fall slightly by 1% (11% since 2021) - with this difference being made up with increases in the number of LTOs who described their financial situation as critical (4% increase) which has increased to more than twice the figure of 2021.

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 19: Difference made by StreetGames services.

Thinking back over the past 12 months, what difference (if any) has being involved with StreetGames made to your organisation?



Results in figure 19 show that StreetGames had **'Helped to connect with key partners & organisations locally'** (79%), **'Helped to deliver new activities for young people in your local community'** (70%) and **'helped to develop the skills of staff & volunteers through training/new qualifications'** (65%).

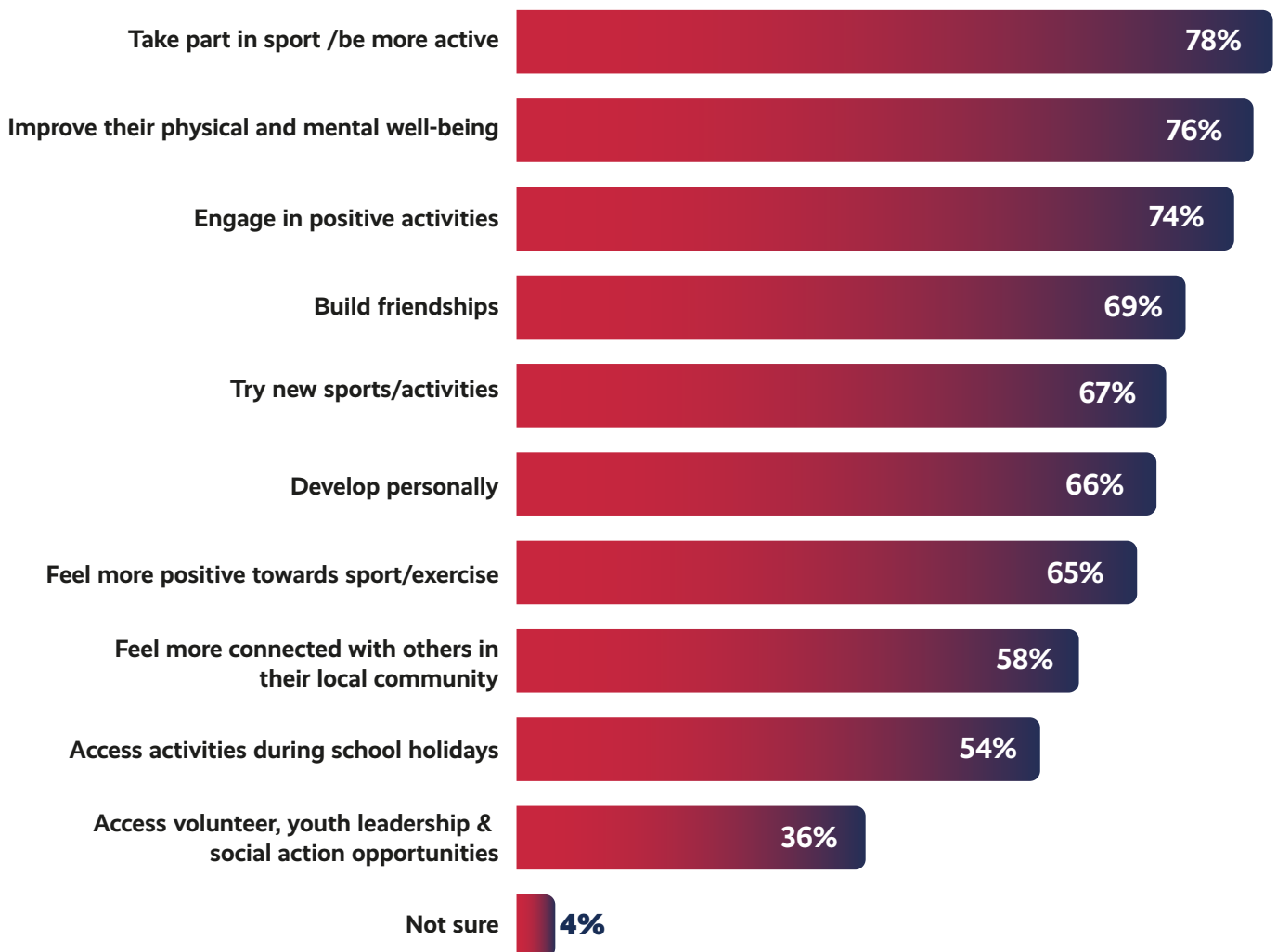
Further comments provided by respondents emphasises the difference being involved with StreetGames has made to their organisation over the past 12 months:

- *"It was great to have funding that was for both sport AND wrap around services, meaning that we could work holistically with each young person, rather than ad hoc or in sessions only."*
- *"It enabled us to offer football and basketball sessions locally within the community for three months - something the young people we met on detached sessions had asked for. This also enabled us to keep key staff in place. However, the funding has now finished, and we've had to close the football session. The basketball session is ongoing."*
- *"As a small community-based organisation, it is very powerful to have access to a wider network of skills and experiences that could easily be transferred to our environment. Training and staff development is also a key to any organisation working in the youth work environment."*

- *“The key impact in the last 12-18 months has been the role of StreetGames alongside Active Notts and Active Derbyshire in providing access to the Together Fund, which helped sustain our delivery during a critical autumn-spring period, including the life-skills elements we deliver within our weekly (term-time) skateboarding sessions, which are otherwise un-funded”.*
- *“StreetGames has helped us with connections locally and open doors to us. The funding provided and the ability to support young people throughout the holidays has had a huge impact. The funding received by StreetGames has helped us show other funders we are capable of handling larger amounts of funding”.*

Respondents were also asked what difference StreetGames’ support has made to THEIR impact on Young People. Results are shown in Figure 20 below.

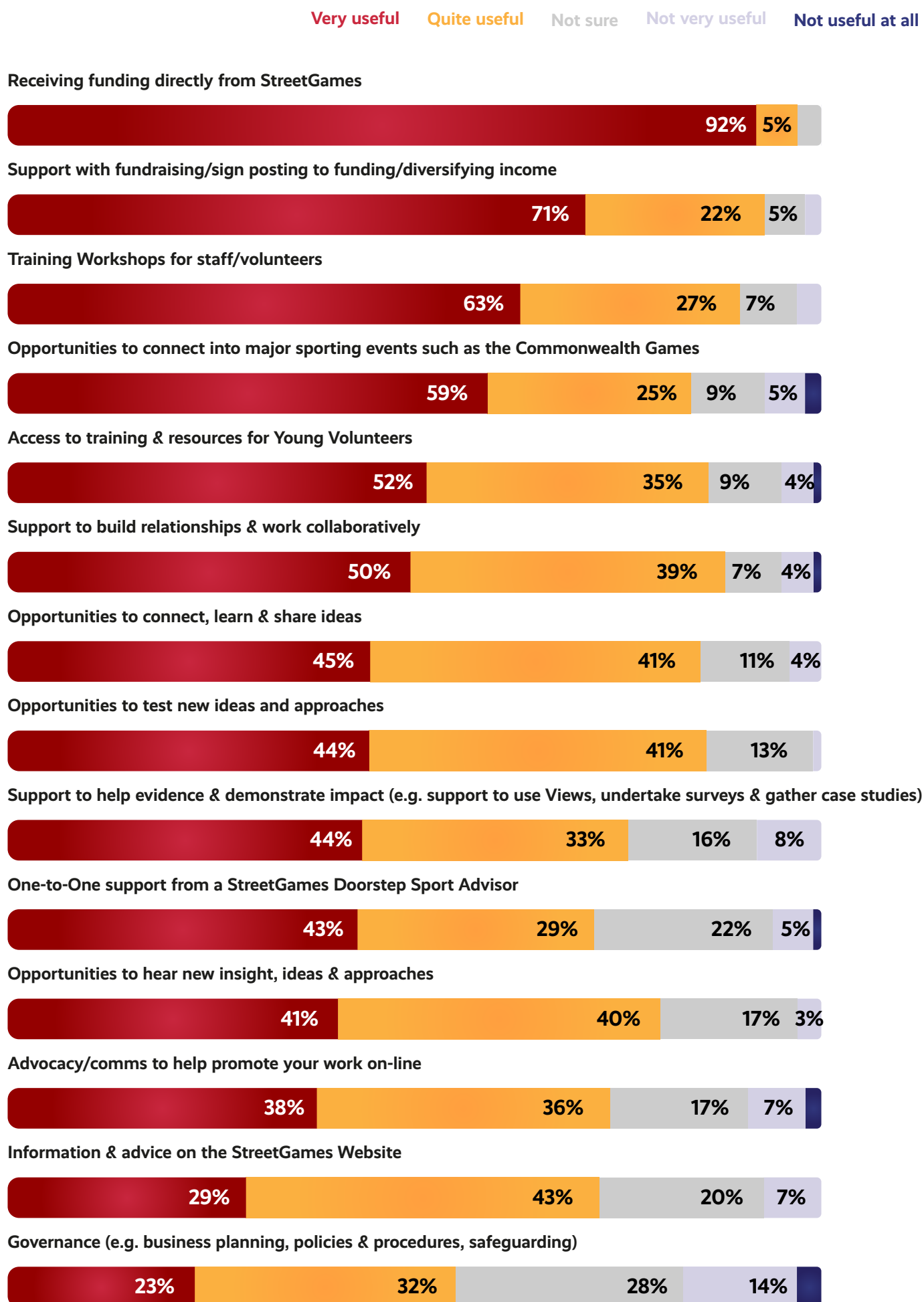
Figure 20: Has StreetGames support helped you to provide activities which enabled young people from low-income communities to:



Results show the most common answers were that StreetGames support has helped LTOs to enable young people to: ‘Take part in sport /be more active’ (78%), ‘Improve their physical and mental wellbeing (76%)’ and ‘Engage in positive activities’ (74%).

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 21.

Figure 21: Usefulness of StreetGames Support








The results in figure 21 show that the area respondents felt would be the most useful to them over the next two years was **'receiving funding directly from StreetGames' (92%)**.

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

- **Support with fundraising/sign posting to funding/diversifying income– 71%**
- **Training workshops for staff & volunteers – 63%**
- **Opportunities to connect into major sporting events – 59%**

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 important to their organisation and that StreetGames must continue doing.

Responses can be grouped into the following themes:

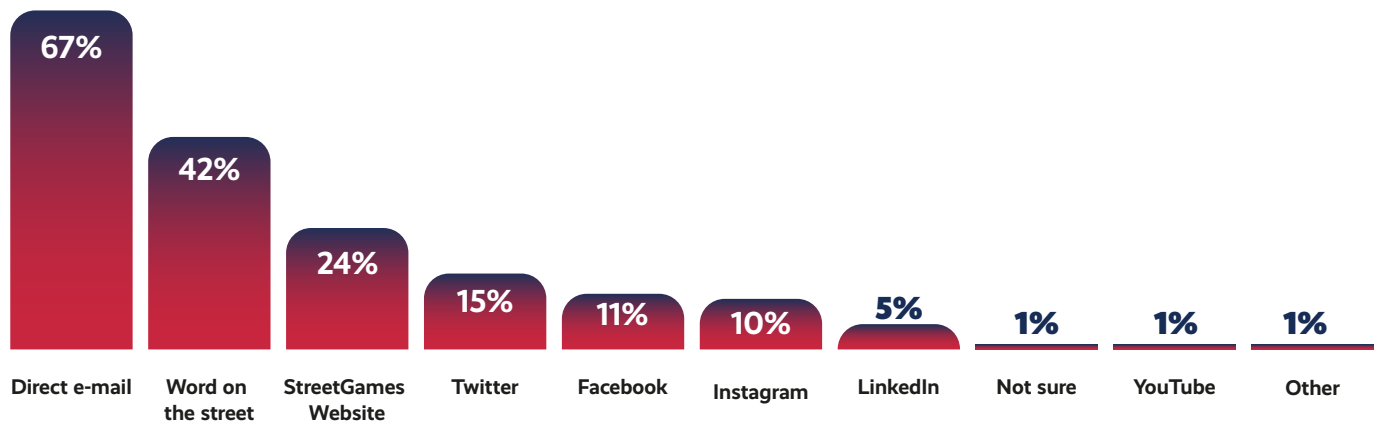
<p>Funding Support</p> 	<p><i>"MOJ Funding, this was FANTASTIC, such a lifeline for the organisation but also delivered massive opportunities for young people".</i></p> <p><i>"In the past we have received larger pots of funding for larger, longer term projects which made sustainability and impact both easier and long lasting".</i></p> <p><i>"Support with funding to be honest. This is our biggest barrier at the moment"</i></p> <p><i>"Help with funding bids as we struggle with time to get these done, let alone finding them."</i></p> <p>RESPONSES</p>
<p>Networking & Collaboration</p> 	<p><i>"The networks hosted by DSAs bringing people together are helpful."</i></p> <p><i>"Online networking and someone visiting"</i></p> <p><i>"Network and collaboration on events"</i></p> <p>RESPONSES</p>
<p>Training and Development</p> 	<p><i>"Provision of training, ideally free places for organisations to access"</i></p> <p><i>"I'd like to do a refresher of the business and marketing, funding application training workshops that I did during 2015-2020"</i></p> <p><i>"activator course, online training"</i></p> <p>RESPONSES</p>
<p>Direct support & Communication</p> 	<p><i>"Pre covid lots of communication, contact and support from our Doorstep Sports Advisor. Face to face catch up which enabled us to be fully involved and in the know of available opportunities"</i></p> <p><i>"Personal relationships. Direct help with volunteering and support."</i></p> <p><i>"Always on end of phone/email for support."</i></p> <p>RESPONSES</p>
<p>Specific Initiatives & Projects</p> 	<p><i>"Summer opportunities (such as the Summer Camp) and smaller pilot projects such as yoga and the upcoming cricket pilot."</i></p> <p><i>"Campaigns around approaches - Us Girls, Club 1, Doorstep Sport, Fit and Fed., these were all great to be part of".</i></p> <p>RESPONSES</p>

Respondents were also asked whether they felt there was anything which StreetGames currently does that they felt should **do less of or stop** altogether, in which most respondents said 'no' or 'not sure'. However, some comments that were left can be seen below:

- *“Short term funding - to really impact young people (and organizations) funding needs to be a minimum of 2 years, ideally up to 5 years, to create stability, trust and relationship building with young people and partners”.*
- *“Less online”*
- *“Make the portal easier to use. Ask for more simple outcome feedback.”*
- *“Longer turn around for funding pots, to be able to maximise the groups and sustainability”.*

Respondents were also asked which communication channels they use most regularly to find information about the latest StreetGames news, events and training opportunities. The results are shown in figure 22 below.

Figure 22: Communication channels



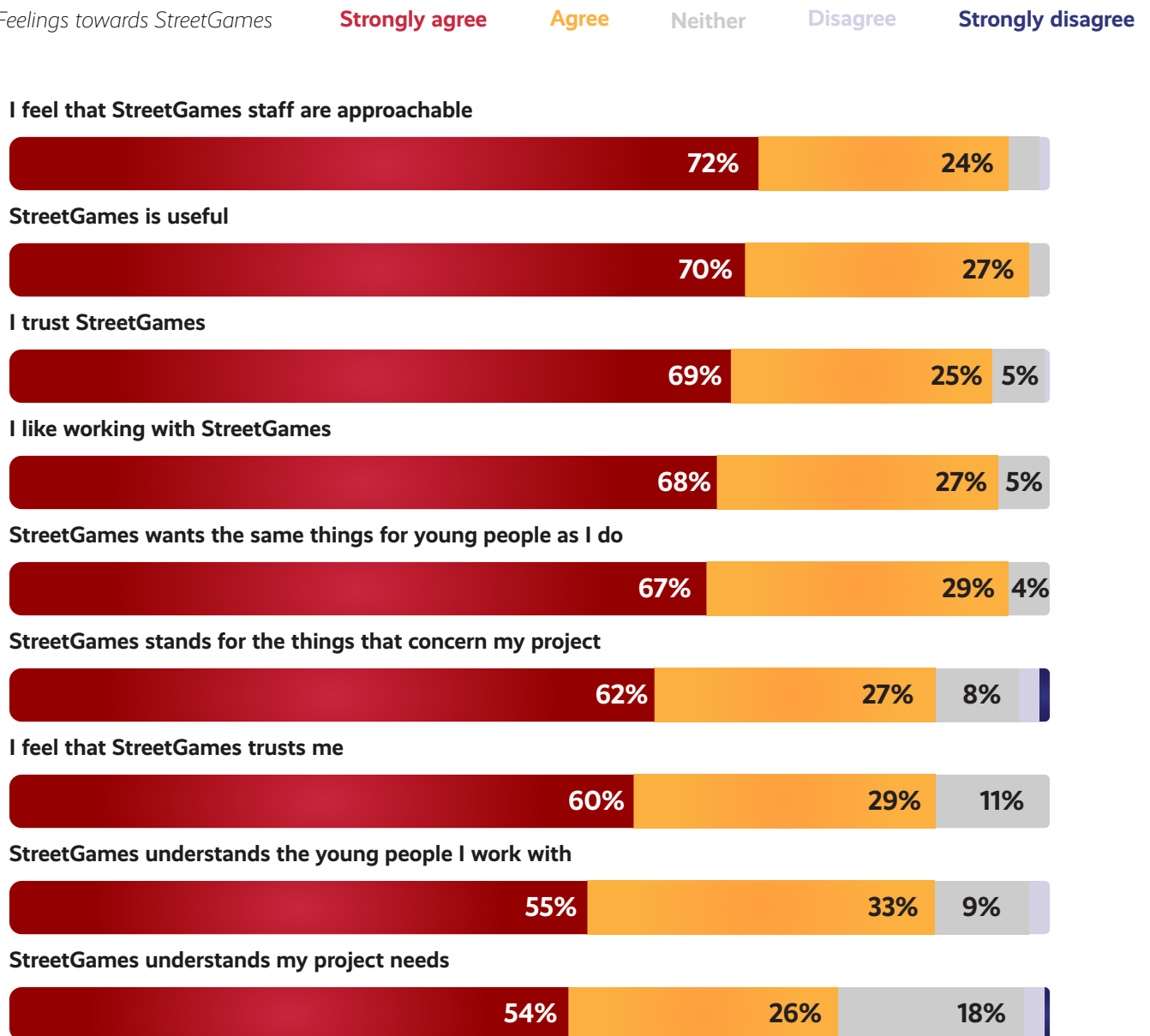
The results show that a **direct email from a member of StreetGames staff** was the most informative communication channel (**67%**).

Respondents were also asked additional questions to probe further about how they 'feel' about StreetGames in terms of aspects such as trust and alignment and the extent they agreed or disagreed with a range of statements. The results are shown in figure 23 below.



Respondents were also asked additional questions to probe further about how they ‘feel’ about StreetGames in terms of aspects such as trust and alignment and the extent they agreed or disagreed with a range of statements. The results are shown in figure 23 below.

Figure 23: Feelings towards StreetGames



The results in figure 23 show that the majority of respondents strongly agreed/agreed with the statements posed – showing **high levels of alignment and trust**. The highest levels were found in the statements which said: ‘I feel that StreetGames Staff are approachable’ (72%), ‘StreetGames is useful’ (70%) and ‘I Trust StreetGames’ (69%).



FINAL COMMENTS & FEEDBACK

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:

“Just a Massive thank you to all the teams and staff at StreetGames for your help and support throughout the last 4-5 years or so the advice, guidance and support has been”.

“I am a big fan of this great organisation and am always happy to support them whenever I can. Their mission is truly inspiring and their dedication to making a positive impact in our community is something that really resonates with me.”

“The funding we received allowed our club to give our young people an amazing time and they built fabulous memories which they are able to hold on to. Looking forward to continue working with StreetGames in the future.”

“We really appreciate the support and links with StreetGames and look forward to working with them in the future to open up more opportunities for young people in the community.”

