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# 1. EXECUTIVE SUMMARY

Vital Regeneration were commissioned to undertake a consultation exercise to help inform Toynbee Hall about the range of services and activities desired by the local community once the redevelopment of their existing site is complete. The aim of the consultation exercise was to speak to a range of service users – both transactional and relational users – and to local residents and potential users ensuring a range of age and ethnic groups were reached.

## **Consultation activities completed included the following:**

- Face-to-face surveys via door knocking on housing estates surrounding Toynbee Hall;
- Attending community events;
- Discussion with an ESOL class delivered by Toynbee Hall;
- A focus group with young people who have participated in activities delivered by Toynbee Hall;
- Surveying users of advice services in Toynbee Hall reception; and
- Attending an 'Older People's Day' at York Hall.

We spoke to 379 people, assessing levels of awareness and usage of Toynbee Hall and asking what services and activities they felt were underprovided or not provided at all in the local area that they would like delivered at Toynbee Hall. There were a number of common themes from the responses received:

- More activities for children, delivered outside of schools hours;
- More activities for older people, particularly social activities and trips away;
- A lot of those accessing advice services said they would like employment support – e.g. preparing a CV, interview preparation and help finding a job;
- Higher level education opportunities - this was the main theme discussed with participants in the ESOL Class; and
- Exercise and sports facilities (requested by all age groups). There is a need for single sex and mixed activities.

A significant proportion of people expressed an interest in getting involved in helping design and deliver services at Toynbee Hall. A resident led steering group or sounding board could be set up to support with the development of service provision for the redevelopment.

The only user group not represented in this consultation exercise was those accessing outreach services. Outreach workers have recently carried out a consultation exercise on behalf of the City of London and this information could be used as an insight into demand for outreach services.

In total we spoke to 20 young people, 3 who have been engaged in activities delivered by Toynbee Hall and 17 young people living in the surrounding area. The 3 young people who took part in a focus group discussed the need for volunteering and work experience opportunities which are accredited. They also said that support for young people with their CV and employment skills was important. Those young people we surveyed living in the surrounding area requested activities such as after school clubs, sports activities and more accessible and affordable sports facilities.

The results of the consultation exercise clearly evidence a need for the services currently provided by Toynbee Hall and for the enhanced services/facilities the redevelopment will bring.

## 2. INTRODUCTION

Toynbee Hall is a social welfare charity providing a range of services to local communities in the City of London and Tower Hamlets, including advice, financial inclusion, community learning and wellbeing. Toynbee Hall also manage a pan-London debt advice service advising nearly 20,000 Londoners each year.

Their work is themed across four different programme areas:

- Advice
- Youth & Community
- Financial Inclusion
- Wellbeing

Service users are diverse, and include young people, older people, new migrants, people who are financially excluded, people facing serious legal issues, as well as people from different communities.

Toynbee Hall's range of services has in recent years focused increasingly on crisis intervention. They provide a wide range of often statutory funded services to people in crisis, in debt, facing homelessness, loss of job, isolation or suffering the impact of bereavement.

Due to the increasing demand for their services and their desire to meet the needs of the community, Toynbee Hall are redeveloping their existing site to create more space and fit-for-purpose facilities to enable them to meet current and future demand for services. Creating more space will enable Toynbee Hall to extend their reach and to develop new solutions to social problems, and create additional opportunities for learning, education and volunteering.

Vital Regeneration were engaged by Toynbee Hall to undertake a consultation exercise to inform the development of services and activities to be provided once the redevelopment of the site is complete.

The redevelopment has four key elements:

- 1) The restoration and conservation of the 1884 building (Toynbee Hall and what will become the Centre for Learning);
- 2) The refurbishment of Profumo House, an existing building, to provide ongoing wellbeing support to the local community (the Centre for Wellbeing);
- 3) The construction of a new building for delivering legal and advice services (the Centre for Law and Money); and
- 4) The landscaping of Mallon Gardens into an open public space to be used by the local community.

Our consultation has focused on the current and future needs for services provided by The Centre for Wellbeing, The Centre for Law and Money and The Centre for Learning and Heritage (including Toynbee Hall).

## 3. AIMS AND OBJECTIVES

The aim of the consultation exercise was to speak to a range of service users – both transactional and relational users – and to local residents and potential users ensuring a range of age and ethnic groups are reached, to discuss their current use of Toynbee Hall and services they would like to see provided in the future.

Transactional users are people using Toynbee Hall’s advice services in particular, who have specific ‘transactional’ and often urgent needs. Engagement with them is primarily concerned with addressing these immediate needs such as debt, financial and legal advice.

‘Relational users’ include wellbeing, education and community users who have a longer-term relationship with Toynbee Hall. Relational service users include older people, ESOL learners, and young people (informal learning).

The target number of people to engage for different user groups is detailed below:

**Table 1 - Target engagement numbers**

<b>Target Audience</b>	<b>Target to engage</b>
Transactional/Relational Users	200
Potential Users/ Local Residents	150
Discussion Groups	40-60

## 4. METHODOLOGY

To ensure we reached a wide range of users and potential users, we planned a range of consultation activities and opportunities from mid-September to the end of November 2014.

### 4.1 ACTIVITIES UNDERTAKEN TO ENGAGE TRANSACTIONAL/RELATIONAL USERS

#### A. Middlesex and Mansell Street Fun day – 13<sup>th</sup> September

This event was organised by residents of Mansell Street Estate with support from two Community Organisers based at Toynbee Hall.

At this event we engaged with residents from the estate, some of who knew Toynbee Hall and had used services, and others who were not familiar with Toynbee Hall.

##### Activities delivered:

- **Speech bubbles** – we asked people to answer specific questions such as – ‘My neighbourhood is great because...’ and ‘What I want in my area is...’ – writing their answers on speech bubbles;
- **Seed planting** with children to initiate a discussion on health and wellbeing - asking children and their parents what afterschool and holiday activities they take part in and where; and
- **Creating a Tower Hamlets shaped collage** asking people to add what they like, what they would change and what they would like to see in their neighbourhood.

#### B. Toynbee Hall Community Day on 20<sup>th</sup> September

The majority of local people attending the community day were aware of the services and activities Toynbee Hall delivered with a wider audience attending the Open House. At this event we focused on what new or enhanced services people would like to see provided.

##### Activities delivered:

- **Big Brother Chair** - We asked people to sit in our Big Brother Chair and filmed responses to a series of questions about their use of Toynbee Hall and the need for additional/enhanced activities;
- **Tree of Ideas** - Using a large drawing of a tree, we asked people to add leaves to the tree containing ideas for additional services and activities they would like to see delivered at Toynbee Hall. We specifically focused on ideas for the new Centre for Wellbeing in this activity;
- **Planting activities for children** - This gave us an opportunity to speak to parents while their children were planting seeds; and
- **Digital Survey** - We asked people to complete a short digital survey about their current use of Toynbee Hall and about new services they would like to see delivered in the neighbourhood.



## **E. Focus Group with Young People**

This was organised in partnership with the Youth team. Young people who had attended services in the past were invited to discuss their ideas for activities and ideas for fundraising to make them happen.

## **F. Cockney Day at Toynbee Hall**

This event was organised for those attending the lunch club at Toynbee Hall. We spoke to people about the specific services they would like to see provided in the new Centre for Wellbeing, particularly services for older people.

## **4.2 ACTIVITIES TO ENGAGE LOCAL RESIDENTS/POTENTIAL USERS**

### **A. Face to face surveys on the doorstep**

The focus for our interaction with local residents/potential users was a door knocking campaign on estates local to Toynbee Hall. A team of Community Connectors who are experienced at community consultation visited residents on three estates:

- Flower and Dean Estate
- Mansell Street Estate
- Middlesex Street Estate

Using 4G enabled tablets they completed a survey with residents on the doorstep, assessing their awareness of Toynbee Hall, what activities they accessed in the community and where and what activities/ services were underprovided/not currently provided in the neighbourhood. Residents were also asked if they would like to get involved in service development or delivery and whether they would like to receive Toynbee Hall's monthly e-newsletter.

### **B. Attending LinkAge Plus Full of Life Celebration at York Hall – 14 October**

This event was organised by LinkAge Plus, a consortia of organisations delivering services to people aged over 50 and living in Tower Hamlets. LinkAge Plus encourages people to make the most of life by improving wellbeing and reducing social isolation. Toynbee Hall is the lead partner in LinkAge Plus. This was a social event with entertainment and lunch provided for older residents from all over Tower Hamlets. We surveyed residents to ask them about the services they access in Tower Hamlets and what additional services they would like to be provided. We also assessed awareness of Toynbee Hall and the services they provide.

## **4.3 SURVEY DESIGN**

As we had a number of different target groups we designed a number of audience specific surveys including:

- A survey for transactional users - for use in reception;
- A survey for potential users/local residents;
- A survey for discussion group sessions; and
- A survey for use at community events.

Each survey had a number of questions to be answered as a minimum with additional questions for those happy to engage in a longer conversation and a free text box to capture additional comments and observations.

## 5. NUMBER OF PEOPLE ENGAGED

A total of 379 people took part in this consultation exercise in a range of activities:

- Community Fun Day at Mansell Street Estate – **9 surveys, 11 contributions to the ideas board**
- Cockney Day at Toynbee Hall – **11 surveys/discussions**
- Community Day at Toynbee Hall – **13 surveys, 18 contributions to the ‘Tree of Ideas’, 2 Big Brother videos**
- Door knocking on Flower and Dean Estate, Mansell Street Estate and Middlesex Street Estate – **103 face to face surveys**
- Community Connectors surveying service users in Toynbee Hall Reception – **103 responses**
- Printed surveys in reception for service users - **21 responses**
- Attending Older Peoples Day at York Hall – **42 respondents**
- Half term focus group with young people at Toynbee Hall – **3 participants**
- Discussion with ESOL group at Swanlea School – **26 participants**
- Surveying Young People outside school and on estates – **17 respondents**

**Table 2 - Number of people engaged**

Target Audience	Target to engage	Number of people engaged to date
Transactional/Relational Users	200	195
Potential Users/ Local Residents	150	171
Discussion Groups	40-60	40

## **6. ANALYSIS OF DATA COLLECTED**

### **6.1. DEMAND FOR EXISTING SERVICES**

Demand for existing services was assessed during all consultation activities. Participants were asked if they use services at Toynbee Hall, what services they use and what additional services/activities they would like to see delivered in the neighbourhood. 124 of the 379 respondents were attending advice services provided by Toynbee Hall. Respondents valued these free advice services and said they would like more advice services. A number of people commented that currently waiting times could be very long and that they were not always guaranteed to see an advisor when they attended the advice sessions. The majority of these respondents only access advice services and were not aware of the wider services delivered by Toynbee Hall.

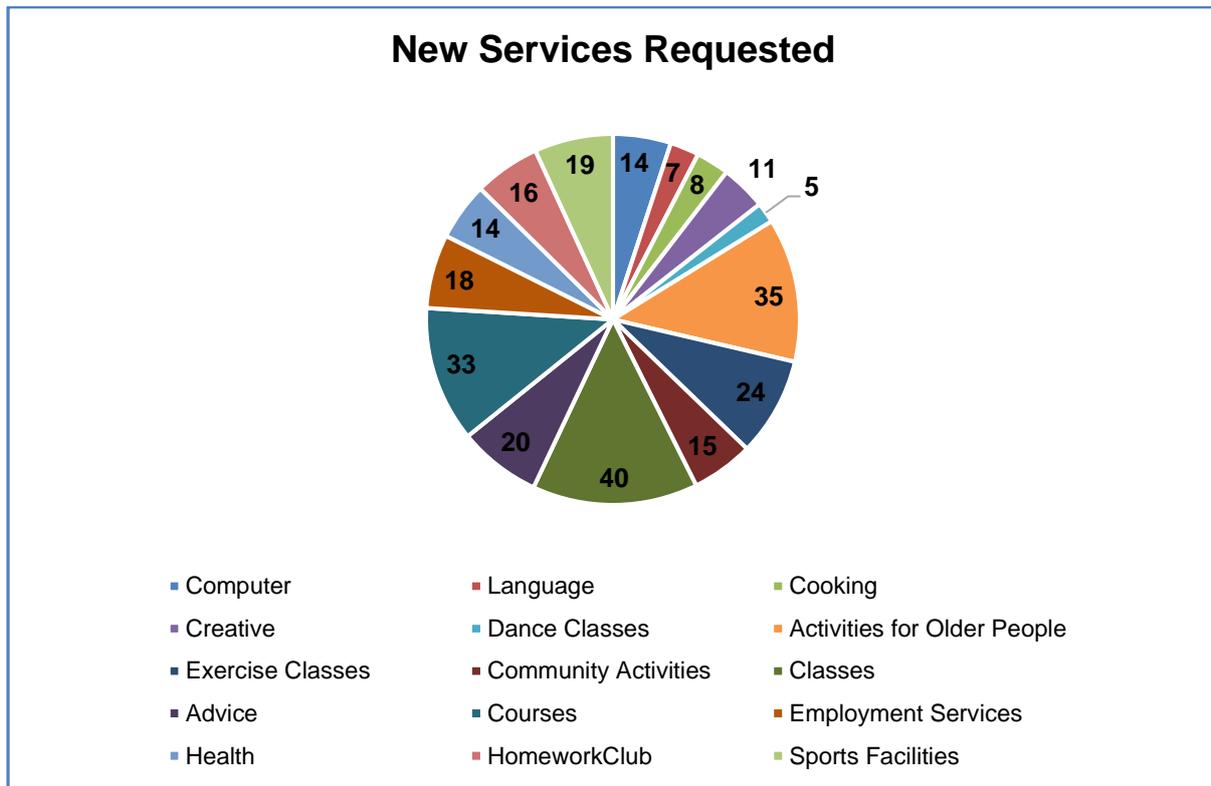
Those taking part in a discussion group in an ESOL class (26 participants) said there was a need for more ESOL provision. They were also very interested in having a pathway to higher education post ESOL. This was a women's only ESOL group and they commented that there was a need for some men only ESOL sessions and other training as this is underprovided in the borough.

Those attending the Lunch Club value the service, particularly the social element and the support from Toynbee staff. Feedback suggests that no longer providing hot meals at lunch time has reduced the number of people attending and this was something the group would like to see provided again. The exercise sessions provided at Toynbee Hall specifically for older people are popular and awareness of these was high among attendees of the York Hall Older Peoples Day.

### **6.2. DEMAND FOR NEW SERVICES**

All those surveyed were asked what activities they would like to see provided in the redeveloped Toynbee Hall. Responses were categorized by Wellbeing, Learning and Advice and by age group. A wide variety of new services were requested, all of which are aligned with the above categories. Affordability of services is a key issue, as is cultural sensitivity and provision of single sex services.

**Figure 2 - Summary of New Services Requested**



**Table 3 - Summary of New Services Requested**

Activity	No of Respondents	% of Responses
Computer	14	5.02%
Language	7	2.51%
Cooking	8	2.87%
Creative	11	3.94%
Dance Classes	5	1.79%
Activities for Older People	35	12.54%
Exercise Classes	24	8.60%
Community Activities	15	5.38%
Classes	40	14.34%
Advice	20	43.01%
Courses	33	11.83%
Employment Services	18	6.45%
Health	14	5.02%
Homework Club	16	5.73%
Sports Facilities	19	6.81%

### 6.3. SERVICES REQUESTED BY AGE GROUP

#### Older People

We attended a number of events specifically for Older People – the Older Peoples Day at York Hall and The Cockney Day at Toynbee Hall - speaking to 53 people at these events. The most popular services/activities requested were social activities, classes and outings.

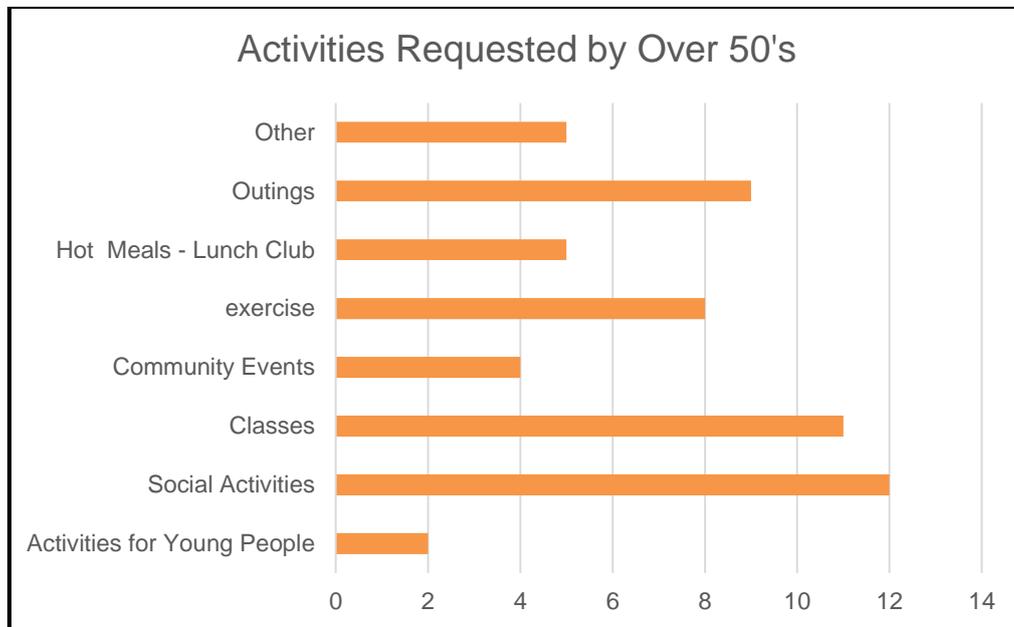


Figure 3 - Breakdown of Services Requested by Over 50's

#### Young People

In total we spoke to 20 young people, 3 who have been engaged in activities delivered by Toynbee Hall and 17 young people living in the surrounding area. The 3 young people who took part in a focus group discussed the need for volunteering and work experience opportunities which are accredited. They also said that support for young people with their CV and employment skills was important. Those young people we surveyed living in the surrounding area requested activities such as after school clubs, sports activities and more accessible and affordable sports facilities.



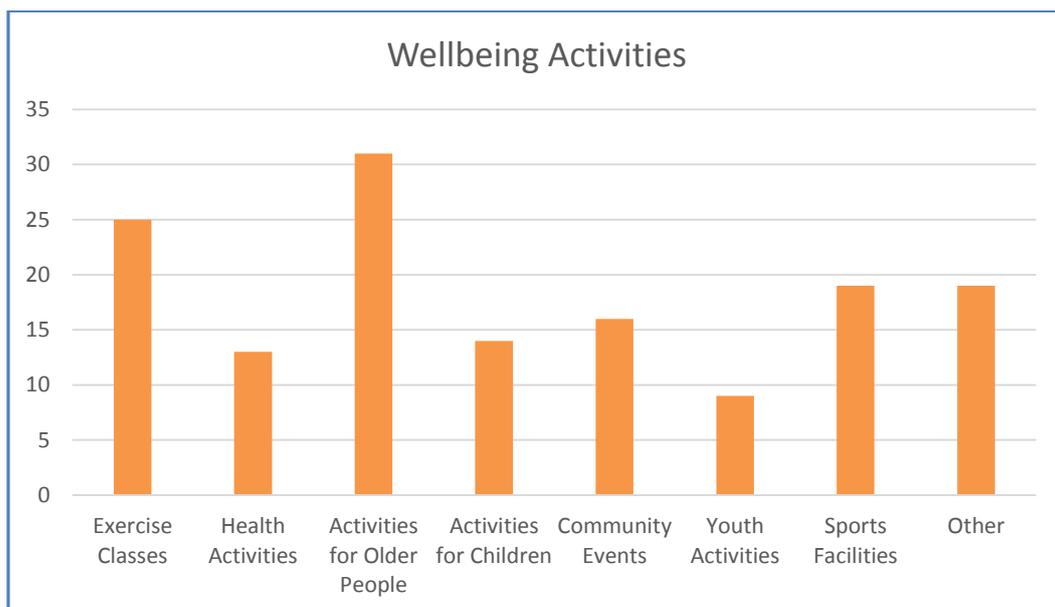
Figure 4 – Services requested by young people<sup>1</sup>

<sup>1</sup> This is a visual representation of table 4

**Table 4 - Services requested by young people**

Activity	No of Requests
Football	6
Gardening Club	1
Cooking Club	1
Homework Club	2
Careers Advice	1
Trips	2
Cycling	1
Drama	4
Accredited Activities	2
Volunteering	2
Work Experience	2
Sports Facilities	8
Music Studio/facilities	3
Comic Book Club	1
Computer Club	4
Art Club	2

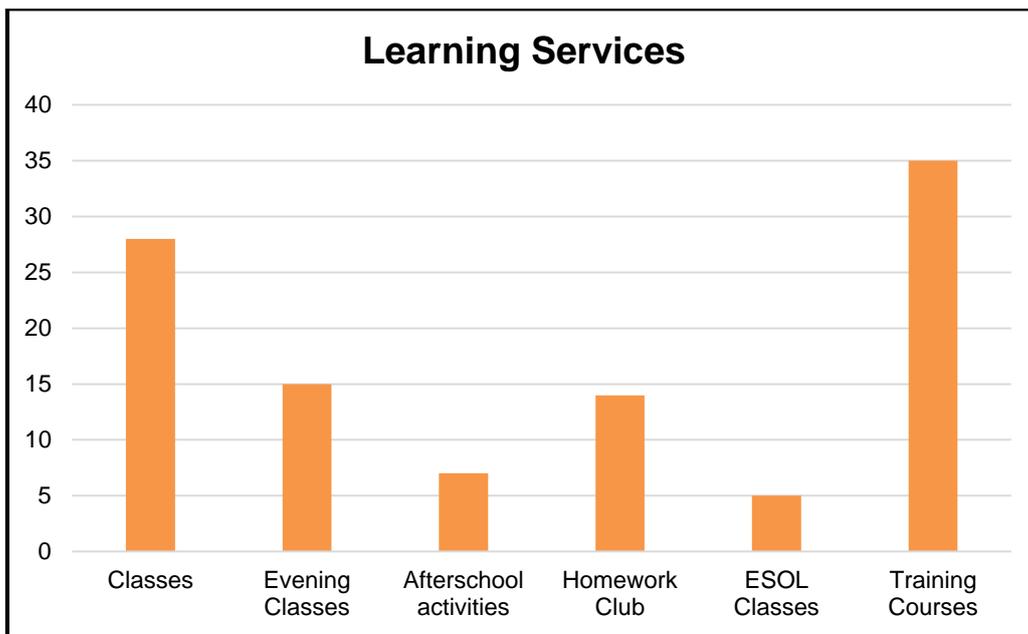
**6.4. SERVICES REQUESTED GROUPED BY CENTRE (WELLBEING, LEARNING, ADVICE)**



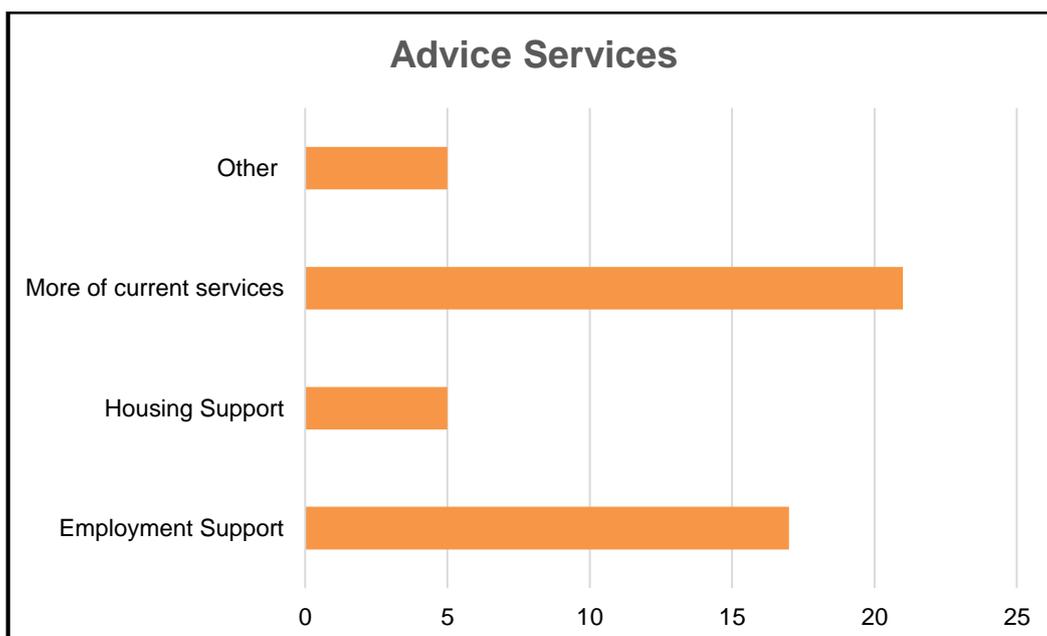
**Figure 5 - Wellbeing Services Requested**

**'Other' includes:**

- Music sessions (4 respondents)
- Arts and Crafts (2 respondents)
- Drama (4 respondents)
- Dance (3 respondents)
- Speed Dating (2 respondents)
- Cooking/Baking (4 respondents)



**Figure 6 - Learning Services Requested**



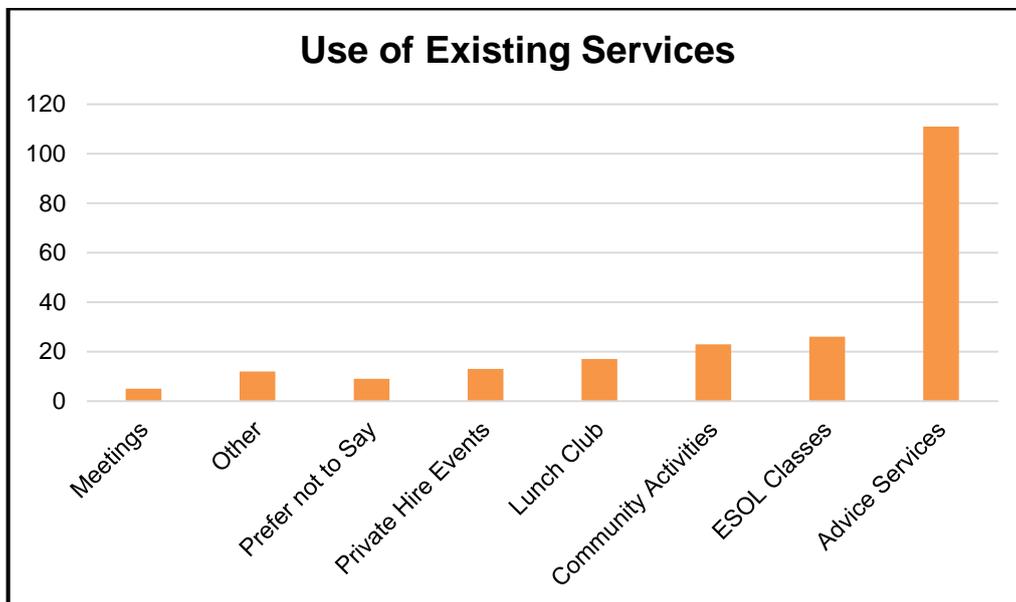
**Figure 7 - Advice Services Requested**

**‘Other’ includes:**

- Support for single parent families
- Advice for young people
- Advice for young girls released from prison
- Financial support for higher level education
- Funding to attend conferences

**6.5. ACCESS TO EXISTING SERVICES**

One of the questions asked of all the people we spoke to was what services they currently use at Toynbee Hall. We spoke to 103 people in reception, all of whom were attending advice services, therefore responses are weighted to this service. In the wider community, the most common uses were attending community events and private hire events such as weddings.



**Figure 8 - Use of Existing Services**

## 6.6. FACTORS ENCOURAGING USE OF WIDER SERVICES

Those surveyed while accessing advice services were asked what would encourage them and their families to attend more services at Toynbee Hall. 48 people responded to this question and their answers are represented in the following chart:

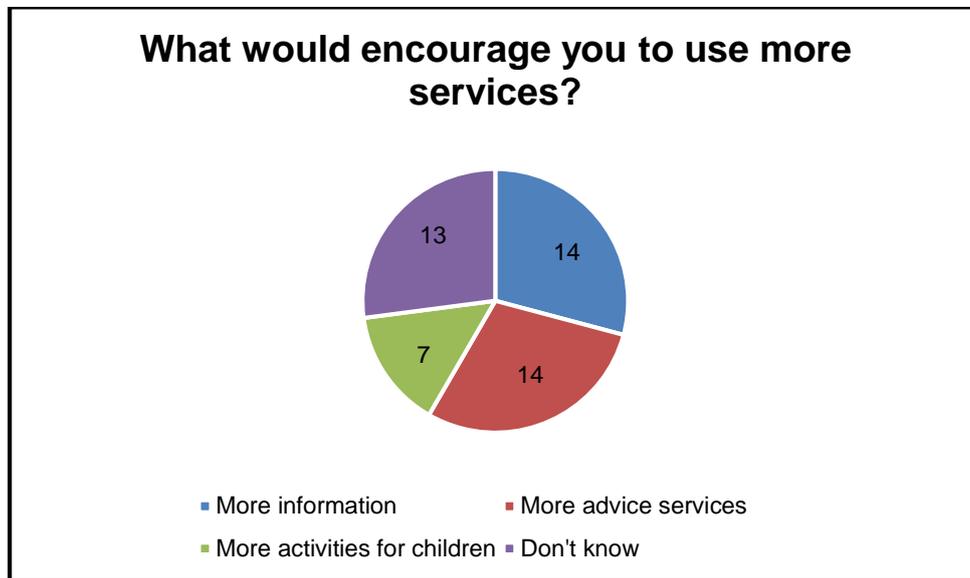
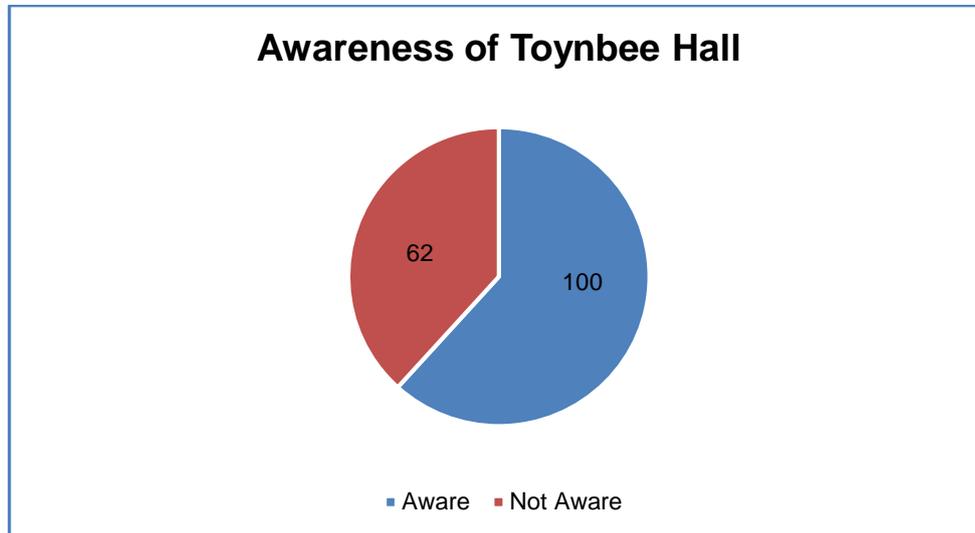


Figure 9 - What would encourage use of other services at Toynbee Hall

## 6.7. LEVELS OF AWARENESS OF TOYNBEE HALL

For activities undertaken outside of Toynbee Hall such as door knocking and attending the Older People's Day at York Hall, we assessed levels of awareness of Toynbee Hall and their services.

The results are as follows:



**Figure 10 - Awareness of Toynbee Hall**

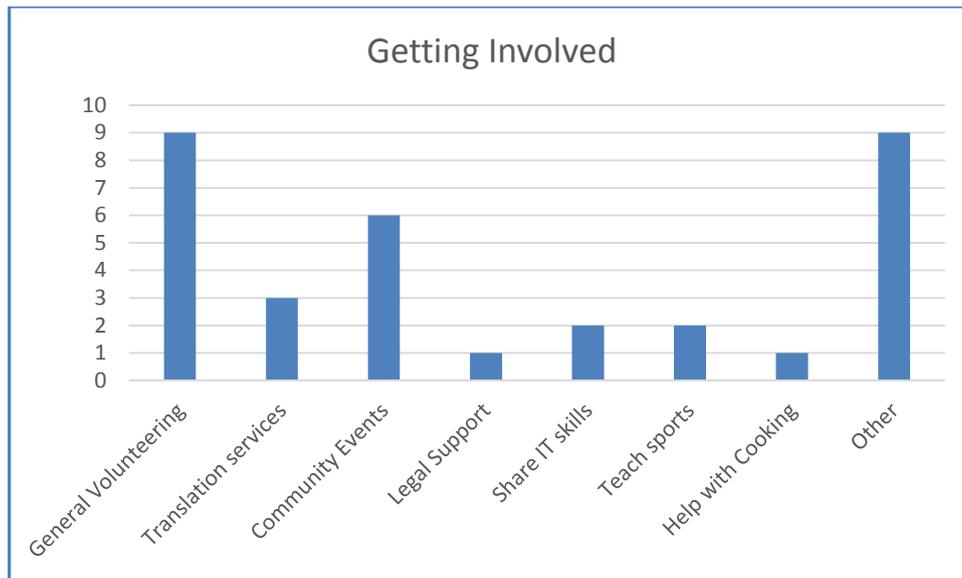
Of the 103 people spoken to on the doorstep, 70 were aware of Toynbee hall and 43 had attended activities/services at Toynbee Hall.

We attended an event at York Hall celebrating Older People which was attended by older people from across Tower Hamlets. Of the 42 people we surveyed, 25 were aware of Toynbee Hall and 15 had attended activities there.

Awareness of Toynbee Hall and their services among young people was relatively low which is perhaps to be expected as the majority of services provided for young people are delivered in schools.

## 6.8. INTEREST IN GETTING INVOLVED IN DESIGNING/DELIVERING SERVICES AT TOYNBEE HALL

33 people expressed an interest in getting involved in delivering services at Toynbee Hall. People were interested in general volunteering – supporting the delivery of services and events. Others were interested in sharing their skills such as translation, IT, legal skills and sports coaching. The 'other' category represents those who would like to get involved but have not specified how they would like to get involved.



**Figure 11 – Ways in which people would like to get involved**

## 6.9. PROFILE OF RESPONDENTS

The data presented below provides a profile of the respondents who have taken part in our consultation exercise. Comparing the age and ethnic profile of respondents to that of the ward and the borough shows that this group is representative of the local community and the borough.

### Gender:

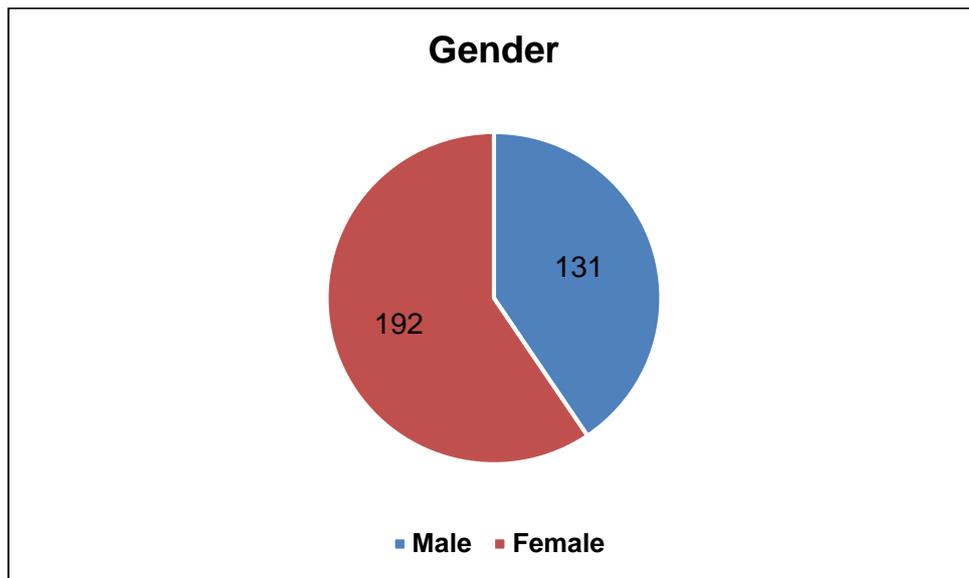


Figure 12– Gender of respondents

### Age:

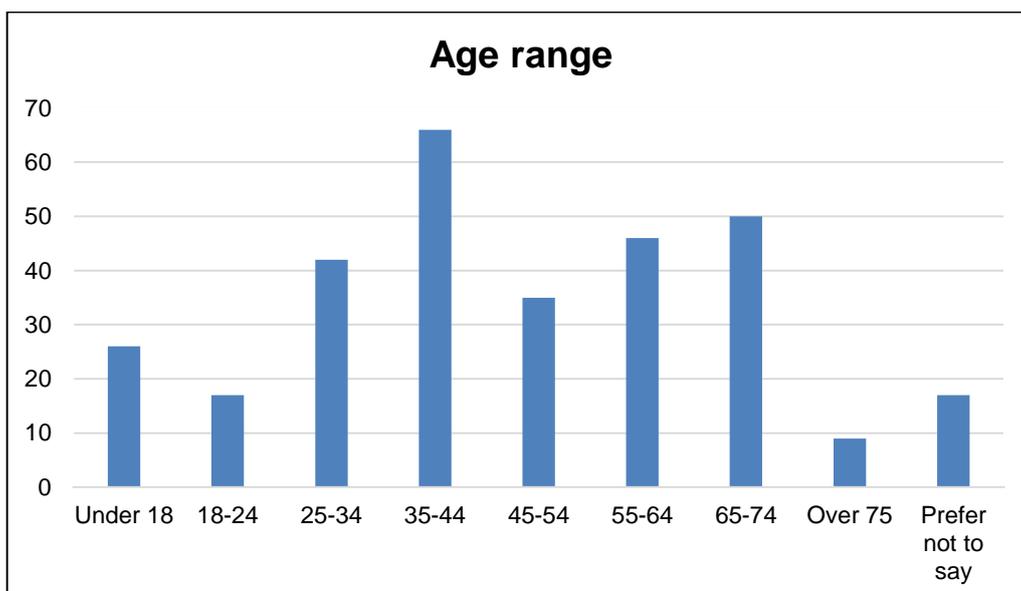
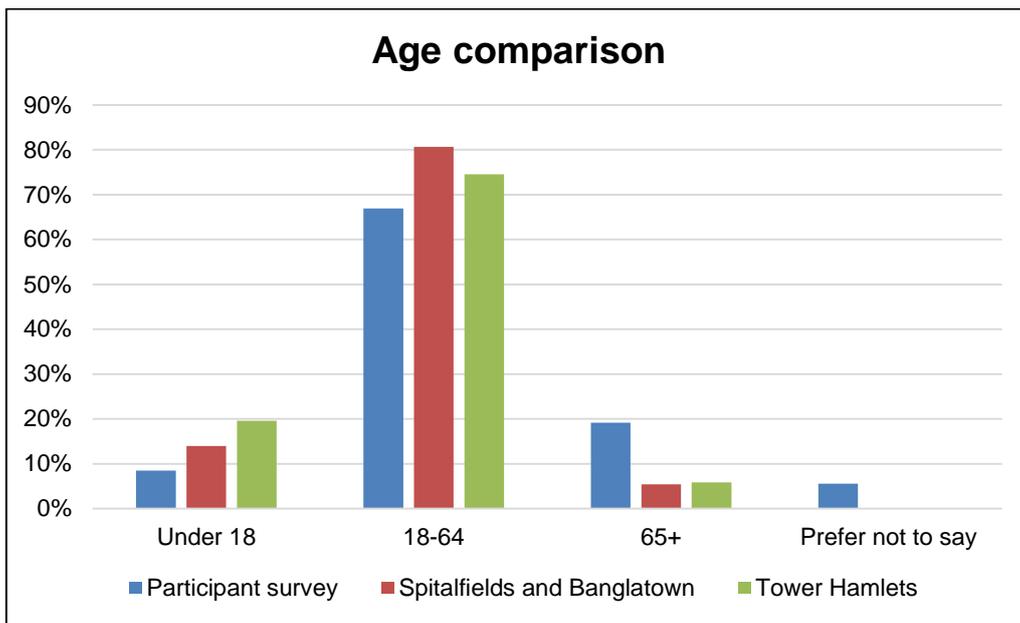
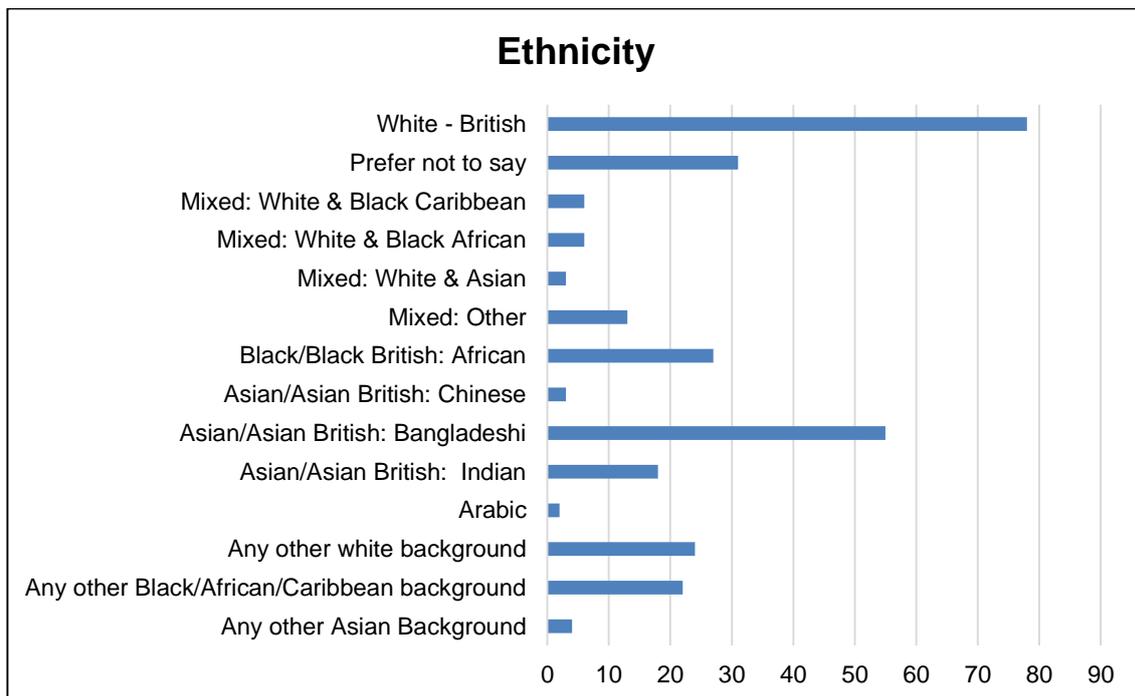


Figure 13 – Age Profile of Respondents

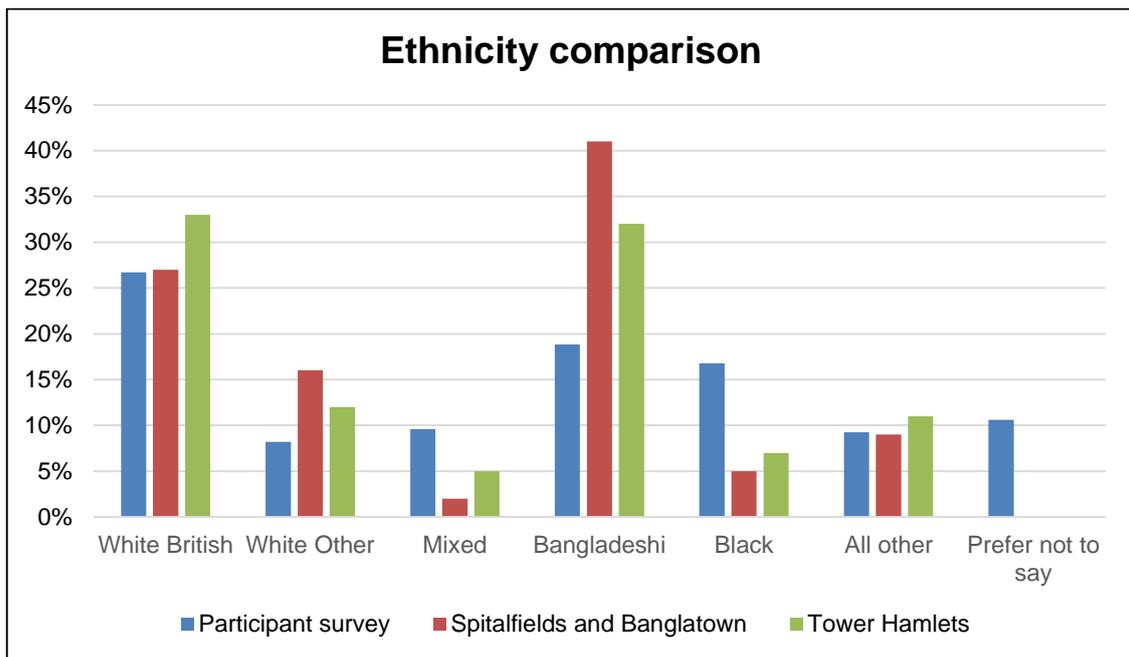
**Age profile compared to Tower Hamlets and Spitalfields and Banglatown ward:**



**Ethnicity:**



## Ethnicity profile compared to Tower Hamlets and Spitalfields and Banglatown ward:



### 6.10. OTHER SERVICES/ACTIVITIES ACCESSED IN THE NEIGHBOURHOOD

Survey Respondents were asked what other services they and their families access in the neighbourhood. The following list is a summary of responses:

- Attlee Youth and Community Centre, Thrawl Street, E1 6RT
- Local library for access to IT and other activities
- Portsoken Community Centre on Mansell Street Estate
- Sundial Community Centre – services for older people
- Whitechapel Sports Centre for exercise classes
- Whitechapel Methodist Church for exercise activities

## 7. KEY FINDINGS AND RECOMMENDATIONS

- **Brand awareness:** The levels of awareness among the wider community of Toynbee Hall was high. People tended to know it for a particular service or as a venue for hire but few people were aware of the full range of services provided. On a number of occasions the services/activities that respondents said they would like are currently being provided at Toynbee Hall, so we were able to refer them to these services.
- 33 people are interested in **getting involved in designing and/or delivering activities** at Toynbee Hall. 15 people are interested in volunteering to deliver services and help with community events, 9 are interested in sharing their skills with others including translation, IT, legal skills and sports coaching. Others were interested in getting involved but did not specify how they would like to get involved.

Having local people volunteering and delivering activities at Toynbee Hall would encourage others to attend and increase connectedness to the community. A list of contact details for those who expressed an interest in getting involved and what they would like to be contacted about has been provided.

- Feedback from residents on the estates local to Toynbee Hall indicated they do not feel Toynbee Hall is **connected to the community**. A number of people commented on the café and how they did not feel it served the local community. People also commented on the fact that activities were no longer delivered on estates by Toynbee Hall – something which happened in the past. Activities are delivered by Toynbee Hall in Portsoken community centre but residents do not realise they are delivered by Toynbee Hall. This is linked to brand awareness and ensuring that the Toynbee Hall brand is used on publicity and information on all services delivered by Toynbee Hall. As indicated above, having a local volunteering programme would lessen the feeling of Toynbee Hall being disconnected from the community.
- There is a need for more **activities for young people** – not just activities in schools but at Toynbee Hall which are accessible to all. Activities requested included homework clubs, after school activities and sports activities. Young people spoken to requested a programme of activities for different age groups with some specifically for single sex groups and others mixed. Young people suggested these could be promoted through schools and through ‘What’s App’ groups and social media. Additional sports facilities and music provision were popular among those young people spoken to.
- **Appetite for learning at a higher level** – One of the key messages in our discussion with the ESOL class was that there was an appetite for higher level education and for a careers advice service to guide people through this. There is also a demand for more vocational skills to help people obtain employment.
- One of the recurring themes in our discussions with all groups was a desire for more **trips out of London**. Generally people are happy to contribute towards the cost. The value of getting away from London was highlighted a number of times. At older peoples events people wanted trips to the seaside and to France. Young people wanted trips to Thorpe Park, to the countryside and possibly cycling trips.

- The provision of more exercise **classes/facilities** was a popular request. Current free provision is at capacity and people are often on waiting lists but do not get to access services. Women and men only classes were requested but provision needs to be affordable. Both young people and parents requested sports facilities for young people to play football and badminton as some of the facilities in the area are only for use by corporates and not available to local people. Affordability, accessibility and provision of single sex activities are key considerations.
  
- The majority of service users spoken to were accessing **advice services** including legal, financial and housing advice – this is often crisis intervention. There is evidently a demand for more of these services alongside an enhanced service which also provides employment support and careers advice. The redevelopment is an opportunity to provide a more holistic advice and support service.

## 8. CONCLUSION

During the 8 week consultation period we spoke to 379 people in Tower Hamlets about Toynbee Hall, including what services and activities they access in their local area and what the gaps are in provision of services and activities. The data collected clearly shows that the services currently provided by Toynbee Hall are valued by many and that there is a demand for enhanced and additional services.

There was significant interest from people in getting involved in the design and delivery of services with sufficient interest to set up a steering group/sounding board to be involved in the development of services as part of the redevelopment of the site.

In total we spoke to 20 young people, 3 who have been engaged in activities delivered by Toynbee Hall and 17 young people living in the surrounding area. The 3 young people who took part in a focus group discussed the need for volunteering and work experience opportunities which are accredited. They also said that support for young people with their CV and employment skills was important. Those young people we surveyed living in the surrounding area requested activities such as after school clubs, sports activities and more accessible and affordable sports facilities.

One of the interesting discussions we had with the ESOL class was that there is not enough men only provision. A lot of classes and activities are provided to women only but men would also like these opportunities. In this group we also discussed the educational opportunities available. While ESOL was provided by a number of organisations in Tower Hamlets there is little support to progress to higher education.

There was a lot of interest in life skills courses such as First Aid, Health and Safety, Food Hygiene and parenting courses.

The advice services provided by Toynbee Hall are valued by those accessing them. Additional services were requested to reduce waiting times. There is demand for a careers advice service. This came up in discussions on the doorstep, while speaking to the ESOL class and from young people. Support with CV writing, interview techniques, job searching, career guidance and accessing higher education is also needed.

There is a need for a marketing campaign to promote the range of services provided by Toynbee Hall. People who are familiar with or who access services tend to be familiar with one service area and not the wider offer. A printed guide to services would help resolve this issue and broaden the reach of Toynbee Hall. One of the questions we asked transactional users in reception was what would encourage them and their families to access more services at Toynbee Hall. The majority of respondents said more information about other services provided.

There is a demand for more volunteering and work experience opportunities at Toynbee Hall. It was suggested that having more local people working or volunteering at Toynbee Hall would improve its connectedness with the community. People were interested in volunteering to help deliver services, share skills and support operational activities at Toynbee Hall (a separate list of contact details for those interested in getting involved will be provided).

There is high demand for evening/day classes at Toynbee Hall. The most popular classes requested include computer classes, creative classes and cooking/baking classes. Young people suggested cooking classes linked to managing a budget and planning healthy meals to prepare them for living independently.

The only user group not represented in this consultation exercise is those accessing outreach services. Outreach workers have recently carried out a consultation exercise on behalf of the City of London and this information could be used as an insight into demand for outreach services.

This consultation exercise evidences a demand for the services currently provided at Toynbee and also the need for new and enhanced services. The new services requested are in line with the plans for the redevelopment which will result in a new Centre for Wellbeing, Centre for Learning and a Centre for Law and Money.

## 9. APPENDICES

### Appendix 1: Notes from Toynbee Hall Youth Focus Group (29/10/2014)

#### Number of participants = 3

- Awareness of Toynbee Hall: not well known in the area and people don't know the range of services delivered. More well known among other voluntary sector organisations. Need to do more marketing to specific target audiences- in schools to target young people
- Young people need support with education.  
Year 7 and 8. Want more fun activities and trips and films.  
Year 9, 10 and 11. Tutoring for GCSE s. Homework clubs with a creative element.
- Trips as an incentive for learning.
- Have taken part in Rebel Researchers which gave them research and presentation skills.
- Young people need support with CV writing and support with careers and next steps after exams.
- Activities - sports, drama and script writing.
- Promotion of activities: produce a programme of activities for different age groups and genders. Promote through what's app, text and Facebook. Also at Mosques and Islamic education centres.
- Good to have mixed activities but also important to have girls only and boys only activities. If not, parents may not allow them to attend.
- Would like to be involved in Steering Group and direction for Toynbee Hall.
- Trips out of the area for GCSE age young people. Jamie s farm very popular  
Teaches young people team work and independence and different values.
- A gym for young people would be good but needs to be affordable.
- Yoga
- Cycling activities - maintenance and cycling trips.
- Growing more suited to primary school children.  
Older young people interested in cooking. Would like a supper club or to be able to do come dine with me.  
Good to learn how to cook on a budget. Learn life skills. How to plan a healthy meal.
- Would like more regular activities for young people not just in schools.  
8-12yr old: More fun projects. Not necessarily involved in planning the projects.  
13-15yrs: Involve in planning.  
16+: More responsibility in planning and organising. Interested in qualifications and experience.
- Accreditation would be good and an incentive to take part.
- Young people need work experience and volunteering opportunities.
- Drama/theatre to discuss issues and build confidence.
- Interested in history of Toynbee Hall project. Interested in filming, drama elements.
- Would like themed parties such as Halloween.
- Rather have activities in school holidays than every week.

## **Appendix 2: Notes from meeting with TH ESOL class at Swanlea Primary School (23/10/14)**

**Number of participants = 26 plus tutor Luanna**

### **Feedback by topic**

#### **Health and Wellbeing**

- Training on mind sciences related techniques like Reiki, NPL etc.
- Childcare facilities for 5-11yrs during the school holidays (2)
- Sports facilities (6)
- Exercise classes - need more of these as there is always a waiting list (6)
- Exercise classes for men and children also
- Trips for children and adults – willing to pay towards this as long as affordable
- Social activities - cultural focus – for mixed cultures to gain a better understanding of each other
- Trips to the seaside
- Children's activities at weekends
- Advice/support for single parent families
- Women only activities
- Culturally specific sports activities for 8-12yrs
- Activities for children
- Massage services
- Mind related therapies to help with stress reduction
- Activities to promote emotional health
- Walking centre
- Healthy eating courses (2)
- Badminton for all ages
- Swimming
- Women only gym
- Would like to set up a theatre group to explore issues through acting in English. This would be good for building confidence
- Boxing for young people.
- Not keen on letting children go to youth clubs as they tend to just hang around. Would prefer for them to go to specific activities/classes in their area
- Need more activities for children under 13yrs
- Healthy living activities – preventative measures and how to deal with certain conditions such as diabetes
- Cooking classes for children and for families

#### **Learning**

- Computer classes (4)
- Courses for NEET young people
- A course for parents on child psychology
- English classes
- Health and safety training (3)
- First Aid (3)
- Food Hygiene
- Homework club for young people (7)

- Support for children with Maths and English – specifically for children whose parents are educated through a different language xx (2)
- Course in childcare (6)
- Course in being a carer
- Interpretation skills
- Vocational skills (9) Mainly able to access ESOL classes but need training in vocational skills to get a job
- Childcare course
- Blended learning – ESOL with vocational learning
- Need men only classes as everything in Tower Hamlets is women only and often men want to access the same training
- Would like to be able to access more higher level training
- Parenting courses – how to deal with teenagers, dealing with bringing children up in a different culture
- Midwifery course
- Training to go into nursing
- Teachers assistant course
- Play leader course

### **Advice and Guidance**

- Assistance with looking for jobs – how to apply, where to look xx
- CV development
- Advice for young people
- Already uses TH advice services but it's always very busy. More of these services are needed
- Free legal support for students (national and international)
- Financial support for higher level studies
- Funding to attend conferences
- Need a careers advice service as often don't know what path to take to get into certain jobs and where they can access training and support
- Would like more benefits advice – not crisis advice when things go wrong but advice on preventing things from going wrong
- Guidance on the changing welfare system
- Not always reactive advice

Would like access to more volunteering opportunities. Would help them to practice English and to get them job ready. They do not know where to look for opportunities. Needs to be coordinated

Needs to be a more coordinated approach to letting people know what is happening in the area. A lot of people not aware of what happened at Toynbee Hall.