



**ROBINS
FOUNDATION**



HOW YOU CAN WORK WITH YOUNG PEOPLE TO MAKE YOUTH CLUBS BETTER



Proudly supporting
youth social action



Department
for Culture,
Media & Sport



**COMMUNITY
FUND**



**YOUTH
ENDOWMENT
FUND**

A photograph of several young children playing football on a field. They are wearing red football kits with white shorts and red socks. One child in the foreground is wearing a red jersey with 'GoSkills' written on the back. Another child is wearing a yellow high-visibility vest. The background is slightly blurred, showing a fence and trees.

ABOUT THE PEER ACTION COLLECTIVE

The Peer Action Collective (PAC) is a £11.4 million national programme that empowers young people to make their communities safer and fairer. Through peer research and youth-led social action, young people work to ensure that strategies to address serious youth violence are grounded in evidence and shaped by the voices of those most affected. PAC engages with young people who are involved in, or at risk of involvement in, violence to identify the root causes and turn insights into meaningful action.

Funded by the Youth Endowment Fund, the #iwill Fund (a joint investment between The National Lottery Community Fund and the Department for Culture, Media and Sport), and the Co-op Group, PAC connects research with real change.

Across seven research projects focused on trusted adults, schools, and positive activities, one message stands out: the importance of truly listening to young people.

HOW DID WE GET INVOLVED?

Over the two years of the PAC project in Bristol, we engaged with more than 400 young people at various stages of the programme. We explored two main research topics: the first focused on how trusted adults can positively impact youth violence, and the second examined the role of safe spaces in reducing youth violence.

From these projects, several key findings emerged:

- The importance of building strong, trusting relationships with young people.
- A clear lack of youth provision across Bristol.
- Limited awareness among young people about the support and services that do exist.
- Feedback that youth clubs often don't meet young people's needs or expectations, along with plenty of suggestions for how they could be improved to feel more welcoming and safe.

Interested in viewing our findings?



Take a look at our Research Report by
scanning the QR code

WHAT TO EXPECT FROM THIS BOOKLET

1

The process of developing the booklet. Mentioning different highlighted areas such as; why we used a booklet, how did we design the resource, how did we include youth voice within the process, top tips and How can this process help you!

2

PRACTICALITY

Using the booklet to have conversations about what young people want and need, including top tips from the Bristol PAC team.

3

SUMMARY

Analysing the findings from the resource and identifying what you can do with these findings.

WHY DID WE DEVELOP THIS TOOLKIT?

We developed this toolkit to capture the approach we took in designing our booklet, with a view to supporting other organisations to bring youth voices into the design of their spaces and services. Youth organisations can easily assume they know what's best for young people; however, it is vital to listen to the thoughts of young people to ensure long-term engagement.

We have found that including young people as key stakeholders in our projects, including the development of this toolkit, provides us with different, positive insights and new ideas. We utilised the power of youth voices to support trusted adults and youth organisations in making powerful, sustainable change to their organisation and create better outcomes for young people.



Interested in viewing the full library of PAC toolkits?

Gain advice and insight into the PAC networks research through the QR code or find them on the the PAC website: <https://peeractioncollective.com/resources/>



ROBINS TOP TIPS FOR CREATING YOUR BOOKLET

- ✓ **Make different versions for different groups of people -** older children may not want to draw and will want something quicker and easier to complete.
- ✓ **Younger children will need simpler and clearer explanation with more creative ways of gathering information such as drawings.**
- ✓ **Start with a clear plan:** Outline your booklet's purpose, audience, key messages and not making it too long.
- ✓ **Involve young people at any stage you can to help support the project.**
- ✓ **Use visuals:** Incorporate images/ illustrations.
- ✓ **When possible, build up trust with the young people prior to tasking them to complete the booklet.** This helps them feel more comfortable around you which encourages more truthful, open answers and conversations.
- ✓ **Consider accessibility:** Use clear fonts, sufficient contrast, and provide alternative text for images.
- ✓ **Ensure it is not text heavy:** Break up information into manageable chunks with headings and bullet points.
- ✓ **Collate feedback:** Test your booklet with a sample audience to gather input and make improvements. Ensure you are collating feedback from these groups so you can adapt the piece of work where suggested.



**Scan QR code to see the booklet
we designed and used.**

DEVELOPING AN INCLUSIVE AND ACCESSIBLE BOOKLET TO ENGAGE YOUNG PEOPLE

WHY CHOOSE A BOOKLET?

We highlighted that a booklet can be a quick, accessible and fun way of gathering data. We made our first draft by including activities such as listing your top 3 characteristics of a adult you would like to work in a safe space, ranking your top 10 activities and highlighting on a map for where they feel a youth club is needed.

HOW DID WE DESIGN THE RESOURCE?

Between our PAC team, Changemakers and our media experts, we worked together to make the booklet look clean and easy to use with the thoughts of young people being integrated into final designs. Working in collaboration with the media team, we produced the final product with company branding implemented into the booklet. This is vital so the material can be shared across the network.

HOW DID YOUNG PEOPLE HAVE THEIR SAY ON THE RESOURCE?

We then proceeded to engage with our 40 Changemakers (aged 10-20) for their input and feedback. We ran a session where they completed the booklet as if they were a participant. We asked them to feed back with what they enjoyed and liked about the resource as well as what they would change. We took this feedback forward and implemented them into the final draft.

USING THE RESOURCE

Speaking to young people from different areas and backgrounds gives the chance to share their ideas and voice their opinions around what their ideal youth club would be. All groups will require and want different things, however if you can find crossovers and identify what most young people want, that will help you identify key needs.

Younger participants were more engaged with the creative booklets whereas the older participants were happy to write it down to make it more efficient.

WHO WE SPOKE TO:

- **Camps - aged 6-16**
- **Primary school sessions - aged 6-11**
- **Secondary School sessions - aged 12-18**
- **Education/university students - aged 16-22**
- **Mentoring programme - aged 8-18**

KEY INFORMATION HIGHLIGHTED BY PARTICIPANTS:

- **Young people that weren't in education, work or training (NEET) were wanting more youth spaces open during the day**
- **All groups wanted staff to be approachable, respectful and fun**
- **Indoor activities such as pool table, darts and foosball.**
- **More sessions outside of school times**

TIPS FOR DELIVERY

CHALLENGES WITH THE RESOURCE & HOW TO OVERCOME THESE:

Young people not willing to engage without an incentive

- Use incentives when you can. This can be things such as; free time, small vouchers, house points (School), food, anything that will help aid the young people to engage.

People rushing the booklet and not answering properly

- Ensure you allow a good amount of time for the booklet to be complete and allow time to go through the booklet on a 1-1 basis with students when possible.

Copying what their peers say/ write.

- Inform the people completing the document that it is an independent tool where young people are writing their own opinions. 'No opinion is wrong'/ There are no correct answers.'

DO'S

- Ensure the workshop is delivered in a comfortable environment that the young people are familiar with
- Make sure the session is engaging and fun
- Give them context on what the booklet is about and why they are doing it

DONT'S:

- Provide answers for the participants - all information given in personal preference
- Pressure them to answer anything they are unsure on or don't feel comfortable answering
- Be cautious when using pair work or group work as individuals may have different answers to peers and not feel comfortable speaking out

COLLATING DATA AND TAKING ACTION

We collated all booklets that were completed through the sessions we planned and delivered from all young participants. We put all the data from the paper booklets onto a Microsoft teams form which allowed us to review the data clearly and with ease.

Our social action lead (Bailey) analysed all data and identified all key findings from each section of the booklet. Off the back of this Bailey reported all data back to PAC Peer Researchers and Changemakers who supported the development of the booklet. We asked Changemakers if they had any feedback or ideas on how they may improve the booklet and/or what they liked the most about it.

To bring the findings together we designed a poster around what young people would ideally want in a youth club. We designed this to inform youth clubs/spaces in creating a better and more inclusive environment for young people in the area. We have publicised this poster during various events such as Filwood Fun Day and at our public consultation.



Interested in viewing our findings?

Take a look at our flyer through the QR code or find them on the BCFC website: <https://www.bcfc.co.uk/wp-content/uploads/2025/09/Youth-HUB-Flyer-final.pdf>



PARTICIPANT FEEDBACK:

“Completing the booklet to design a safe space was rewarding.

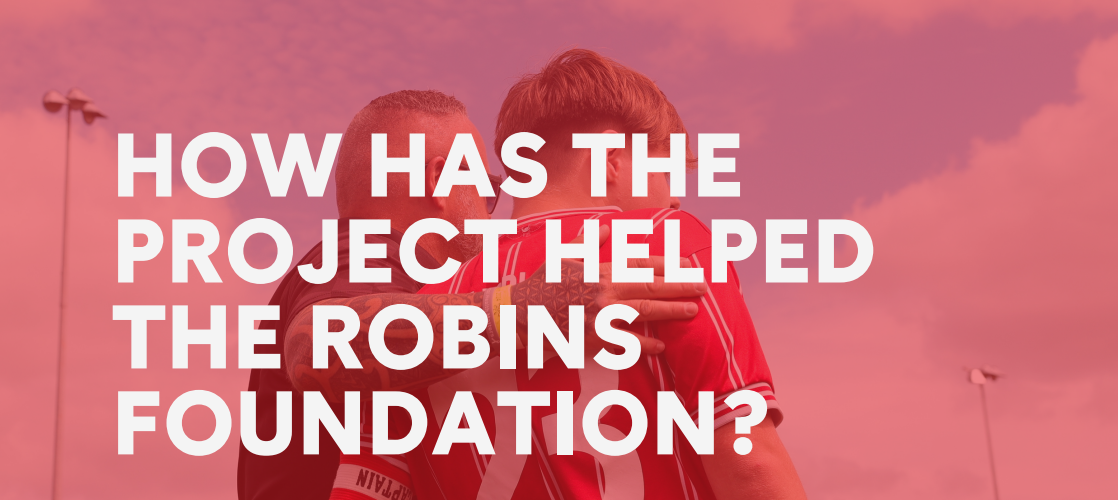
“Seeing the positive change that is possible in my community and having my voice heard on the things I feel are needed in these safe spaces.”

- Changemaker, female, aged 17

“I enjoyed doing the booklet because it let me write down everything I would like to have at a youth club.

“It was also fun to complete as it let me draw some pictures of what I would like.”

- Social Action Participant, male, aged 14

A photograph of a man and a young boy in a red sports jersey hugging. The man is wearing a dark jacket and the boy is wearing a red jersey with 'CAPTAIN' visible on the sleeve. The background is a cloudy sky with stadium lights.

HOW HAS THE PROJECT HELPED THE ROBINS FOUNDATION?

‘It’s incredibly important to have youth voice present at all levels of the foundation. We have three youth councils who meet regularly to support the development of projects and foundation matters, who also feed into local authority meetings around what matters to young people.

‘We have also embedded questions into our interview process which young people have come up with, to ensure they are impacting on our recruitment of staff.

‘Lastly, youth engagement in project development, research, and delivery has ultimately meant over 50% of our delivery workforce is now made up of young people coming through programmes. Young people are those who will inspire the next generation coming through, and listening to their views is extremely important.’

**- Chris Stenner, Chief Community Officer
at the Robins Foundation**



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**Find out more about the
Bristol PAC team through the
following link, QR code or
get in touch with Conrad via
conrad.britton@bcfc.co.uk**

www.bcfc.co.uk/robins-foundation/for-under-18s/peer-action-collective/



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RobinsFound



Bristol City Robins Foundation



[bristolcityrobinsfoundation](https://www.instagram.com/bristolcityrobinsfoundation)