

USERS SURVEY REPORT

APRIL
2021



COVID 19 PANDEMIC:

Impact, Experiences, Support
and Moving Forward

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TGP Cymru
Covid 19 Impact and Moving Forward
Survey Feb - March 2021

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SUMMARY

This report was prepared by TGP Cymru to collect the views of children and young people we had worked with from the start of the Covid-19 pandemic lockdowns in March 2020 until February 2021. The priority issues in this Report were captured through bilingual online surveys and virtual group work which examined the impact the pandemic had on children and young people and the effectiveness of how TGP Cymru services responded.

Although the children and young people surveyed did feel they had some control of their days, their responses demonstrated that their mental health and wellbeing were suffering. In the Children's Commissioner for Wales survey in November 2020 'Coronavirus and Me' (2020:11) only 14% of the young people felt their mental health was suffering while 42% of the young people we surveyed felt their mental health was rarely ok. This is a significant increase and could be a result of the continued disruption of their lives. As a result they felt their future would be adversely affected and lockdown would never end. Children in Wales (2020:11) also reported, "71% said not being able to spend time with friends, followed by not being able to visit family members (53%) were having the greatest impact.", which mirrors the 87% missing talking to people face-to-face reported by the children and young people we surveyed, even though they were fairly confident using digital technology to contact people.

From the additional comments from children and young people, they illustrated that with the innovative ways that TGP Cymru projects have been engaging with them e.g. activities online and through the post and keeping in contact, they have been able to keep occupied throughout lockdown. Almost half of children and young people also felt that they could get support and the TGP Cymru survey results strongly indicate that this support was helpful and that children and young people felt respected, informed and listened to.

<https://www.childcomwales.org.uk/coronavirus-our-work/coronavirus-and-me-results/>



Background to TGP Cymru and the Research Survey

TGP Cymru is a leading independent Welsh charity working with some of the most vulnerable and marginalised children, young people and families in Wales. We work with them to offer independent and confidential support through advocacy, participation, family group meetings, restorative approaches and conflict resolution. We work to give children, young people and families a voice, to have a say in their future and ensure that their rights are upheld.

TGP Cymru is made up of 9 projects that are spread across Wales. Mid and West Wales Advocacy, North Wales Advocacy, Cwm Taf Morgannwg Advocacy, Travelling Ahead for Gypsy, Roma or Traveller communities, Young Asylum Seekers and Refugees Programme, Team around the Tenancy service for young people aged 18-25 who were previously looked after and are having difficulties in relation to their accommodation/tenancy, Restorative Approach Veterans and their Families and a Restorative Approach Family Group Meeting Service for families experiencing conflict and needing support to find solutions and Communication Passports in Anglesey and Gwynedd.

In 2020 the Covid 19 pandemic seriously disrupted the lives of people all over the world and, due to social distancing and lockdowns, TGP Cymru projects had to significantly adapt their service delivery to children and young people. After nearly a year of delivering a remote service TGP Cymru are keen to understand the impact of Covid-19 restrictions on the children and young people we support and ensure that their experiences, voices and ideas are integral to our planning for the future.

Participation workers, from all projects, were identified to help with this process and they invited children and young people from across all the TGP Cymru projects to participate in a survey to collect qualitative and quantitative data explaining how they felt about the pandemic lockdowns and how

TGP Cymru had responded through adapting it's services. A TGP Cymru 'Youth Group' was formed from across the projects and were consulted about the questions we wanted to ask children and young people and they suggested how they should be framed and presented.

In February and March 2021 TGP Cymru ran surveys, all containing the same enquiry questions but written in different ways to enable understanding from the different groups we work with. From this TGP Cymru wanted to discover the experiences of children and young people during the Covid 19 pandemic and hear how the adapted methods of engagement had been effective in reaching children and young people that needed help, especially those that are seldom heard from.



Rationale for the Research Survey

Several surveys have been carried out in Wales and England throughout the 2020/21 pandemic to gain insights into the impact of Covid 19 lockdowns and how this has affected children and young people's health and wellbeing. This has given TGP Cymru a good baseline of the experiences of children and young people to work from, although some of these surveys contain data from both England and Wales and therefore don't provide an accurate picture of Welsh children and young people's experiences.

These studies date from Autumn 2020 when the extent of the disruption was not yet realised. After a year of working remotely with children and young people we wanted to see if, or how, children and young people in Wales' experiences of the pandemic had changed as they adapted.

Data analysis and Ethics

Children and young people were invited by their TGP Cymru workers to complete the survey through a choice of bilingual online surveys, one with 'yes' and 'no' answers and one with a scale of 5 responses. All surveys had opportunity for additional comments for children and young people to expand on how they felt. There were also paper copies for children and young people who needed someone to talk through the survey with them and also for those who needed additional translators.

It was explained at invitation stage, and at the beginning of the survey, that all participation was voluntary and anonymous. It was also the choice of the responder which questions they chose to answer when completing the survey. Young people from all the projects were also invited to be a member of the 'Youth Group' and 6 young people took up the offer to aid the initial stages of the survey formation.

All comments included in this report have been reproduced as initially written by the young people and are only identified by their gender and age, if specified, to respect confidentiality. If worker's names were mentioned they have been taken out of the report to sustain anonymity. Comments gained from remote group work have been compiled by the expert worker and reflect the thoughts from the group.

Research Overview

This research study was initiated to hear the experiences of the children and young people TGP Cymru has worked with since the beginning of the Covid 19 pandemic in March 2020.

The questions asked were to research:

1. What were the children and young people's experiences of the Covid 19 pandemic?
2. How they have coped with the restrictions and lockdowns during the Covid-19 pandemic?
3. How they found this impacted on their health and wellbeing?
4. If they could find support during the Covid 19 pandemic?
5. How effective individuals found TGP Cymru's adapted delivery and support?
6. How individuals felt treated by TGP Cymru during the Covid 19 pandemic?
7. What, if any, are the lessons to be learnt from these experiences?
8. What responses or practices could be retained after the Covid 19 pandemic?

(The complete survey questions and results are included in appendix 1)

Strengths and Limitations

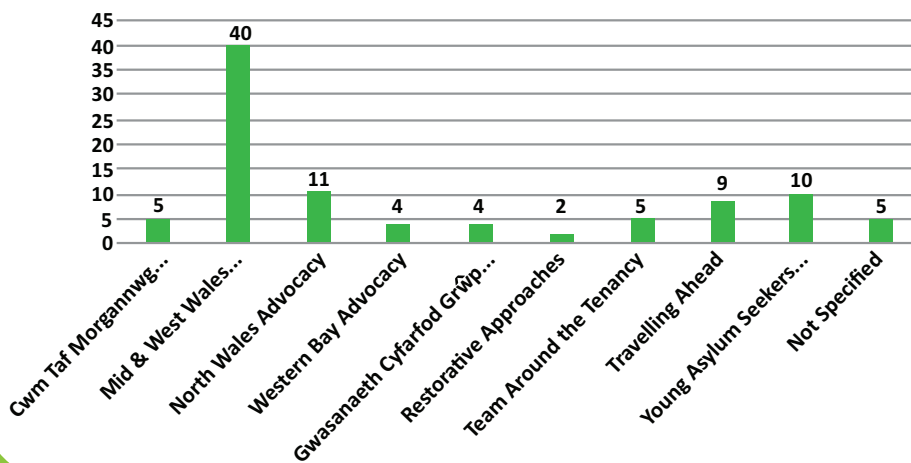
Participation in the survey was totally voluntary. Some of the projects had limited access to children and young people as their work was primarily with the family and not the children, or the children were too young to share views e.g. babies, so there is a varying amount of responders from different projects.

All projects however did have responses and there is a representative amount from all across Wales.

These children and young people are from the ‘seldom heard of group’ and so it’s important to capture their voices and report on them.

This survey was run nearly a year after the first lockdown in March 2020 and so it was interesting to compare the findings of this survey against others run at the beginning of the Covid 19 pandemic by the Children’s Commissioner for Wales and other organisations.

95 Respondees by Project



Research Survey Findings

95 children and young people responded to the survey with ages ranging from 5 years upwards. 14% were under 11 years, 40% were 11 – 15 years, 45% were over 16 years and 1% didn't specify, (see appendix 1.1). 50% identified as male, 45% as female and 3% as gender fluid, non-binary or transgender; 2% did not specify, (see appendix 1.2).

There were different options for completing the survey with 46% completing the online English standard survey with 5 scaling answers, 3% completing the standard Welsh survey, 39% completing the easy English online survey with yes and no answers and simplified questions, 1% completing the Welsh easy survey and 11% completing the survey in groups where a translation service was needed to aid with understanding. There was an opportunity for free text within all the surveys, which most of the children and young people filled in as well.

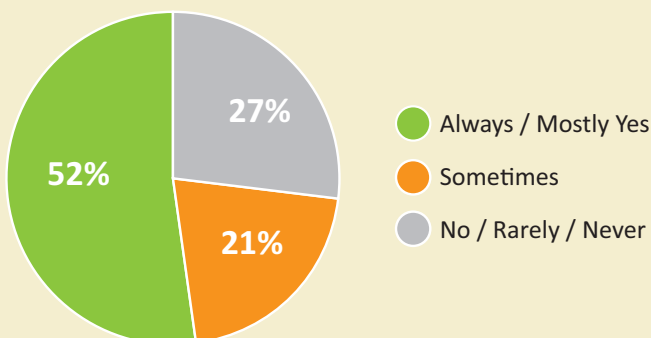
COVID 19 IMPACT RESULTS

Feeling in Control

All children and young people were asked about how the Covid 19 pandemic was impacting on their lives, remembering that at the time of this survey Wales was in its longest lockdown since the pandemic began and from December 2020 schools were still closed to the majority of the school population.

It was encouraging to hear that 52% said they felt in control of their day-to-day lives with only 27% saying that they rarely or never felt in control. This was also reflected in their comments where some young people felt conditions were worse than the last lockdown and others were now very pragmatic about the whole situation.

I HAVE FELT IN CONTROL OF MY DAY TO DAY LIFE



"School has been very intense and I am having massive problems with my school work this time because this lock down is a lot more intense than the last one" **Female 12yrs.**

"It's not easy but helping each other and chatting with someone even if it's small every little thing can help and make someone's day go for a sad day to a happy day" **Male 24yrs.**

"Life is life" **Male 17yrs.**



My General Wellbeing and Future

When we asked about how children and young people’s mental health and wellbeing was being affected and also their hopes for the future, the outlook was more bleak with 42% saying their mental health was rarely okay and 53% saying they thought the pandemic had affected their hopes for the future.

Comments show the impact they felt

“Sad, fed up and not thought of by Boris”

Female 16yrs.

“It’s not easy I missed a lot of important things in my life it’s been very hard on my mental health but it’s not as bad as it was in early days” **Female 16yrs.**

“Happy some days and other days can be very slow. It can be slow to formulate and do ideas throughout the year but taking it slowly was important to me to not get stressed.”

Male 17yrs.

“The second lockdown is/was very hard. School is so intense and stressful. The first lockdown was much easier. I never get time to do my things as we have google meets all day. So the week is mostly filled with stress from school work” **Female 13yrs.**

“It’s been really rubbish. I just want normality.”

Male 21yrs.

“Fed up of being at home” **Female 13yrs**

“Feel a bit lost about everything” **Male 15yrs**

“Dwi moen gwel ffrindiau, a mynd allan i gael bwyd. Siopa normal hefyd.” (“I want to see friends, and go out for food. Normal shopping too”) **Female 10yrs**

“Worried about my education. Lost my drive for swimming. Lost my feel for dancing in my local centre. Felt full of anxiety about the future. Thought I was going to become ill due to Covid. Felt that the young had been left out of the rules and restrictions. Felt uncomfortable having to study online I wish it could have been different” **Female 17yrs**

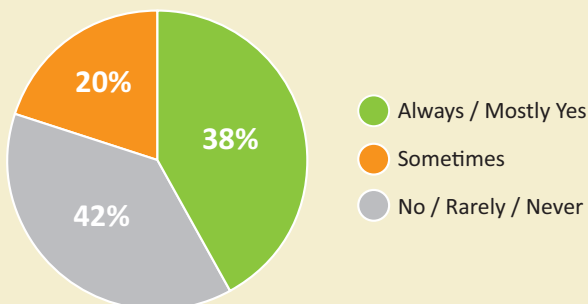
“Felt that young people did not get considered by people making the restrictions.” **Male 12yrs**

“trapped and bored” **gender fluid 15yrs**

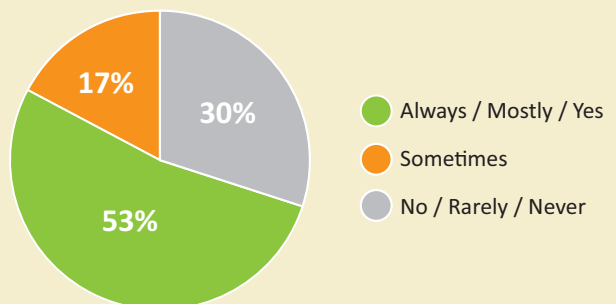
“I miss going to the swimming pool. I miss my friends, I am glad I have got my brothers, sister and cousins on the site.” **Male 10yrs**

“I feel that I my ability to do English work has been affected by the several lockdowns” **Male 17yrs**

MY MENTAL HEALTH AND WELLBEING HAS BEEN OK



I FELT THE PANDEMIC AFFECTED MY HOPES FOR THE FUTURE



Comments from group work:

Generally the young people have found that they have been bored and hated not being able to go out more and access things like football and the gym.

All participants had felt lonely and isolated in some way during the pandemic and especially during lockdown.

At least half of the participants found it more difficult to sleep and worried about when there would be a change. Many also had worries about family in other countries and how the pandemic was affecting them.

6 out of 10 young people were frustrated that there was a long delay in them having access to any language classes which was frustrating and 2 young people found doing College work online with their class very difficult with insufficient language support which made them feel under pressure.

A few young people surveyed did feel quite good about their situation

"I've actually really liked it...being at home with Mum and getting to do all of the things I love...reading, watching TV, playing my games and making stuff." **Female 10yrs**

"I'm fine" **Male 18yrs**

"It's good mostly but sometimes I am bored" **not specified 13yrs**

"I don't really want to go back to school as I like being at home, getting my work done without distractions and then getting to do the fun stuff I like to do." **Female 10yrs**

"I think it's good because you can spend more bonding time with your family, before lockdown I could go to the pier and the beach and we'd all be doing different things but with lockdown we're all doing the same things and it keeps you closer" **Male 11yrs**

STAY

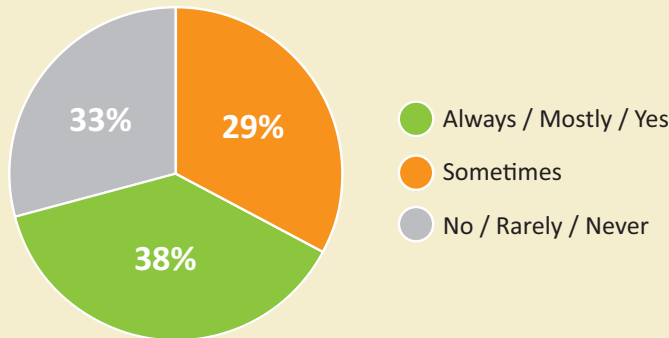
HOME

BE SAFE

Ways to Relax

Relaxing did seem quite difficult for the majority of children and young people with only 38% finding healthy ways to relax, although 29% did respond that they could sometimes do this.

I FOUND HEALTHY WAYS TO RELAX



“Missed football, missed swimming” Male 14rs

“Missed going to the gym” Male 15yrs

“I hated not being able to go to all of the shops plus places like the swimming pool” Female 11yrs

Some young people were helped by their carers and also by receiving resources that TGP Cymru workers sent them through the post.

“Very lazy, self-courage dropped, but my foster carer helped find you exercises that helped me feel better” Male 13yrs

“we both liked having things from the post, books and puzzles from” Males 11 & 8yrs

“Post was good to have to keep my chin up” Male 16yrs

“Very good ideas for helping us with isolation” Female 23yrs

“Liked having colouring book from the postman” Male 5yrs

“The things I had in the post from TGP kept me interested. I had my very own books. Thanks” Female 11yrs

“Loved joining zoom for safe stars I looked forward to it. I also like getting post, books and puzzles.” Male 15yrs

“Loved having puzzles in the post. Like having post never normally have any” Male 13yrs

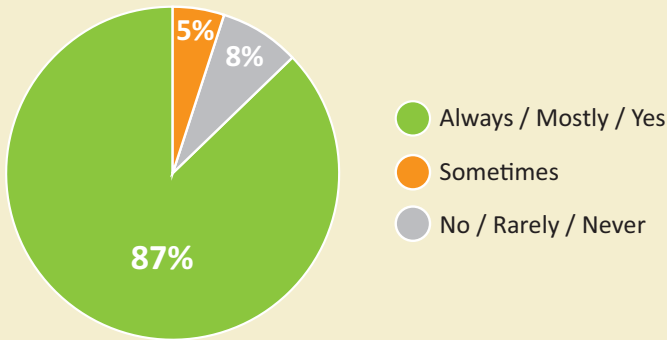
“Hoffi cael post, llyfrau a hadau (seeds)” “Good to have mail, books and seeds” Female 10yrs



Face-To-Face Contact

The biggest thing for 87% of children and young people during the lockdown was missing talking to people face-to-face. It was the most commented on issue that impacted them during the pandemic.

I MISSED TALKING TO PEOPLE FACE TO FACE



"I missed my family during lockdown. I couldn't see my mum or sister." **Female 9yrs**

"The restrictions can become very confusing but other than that, it's very difficult not seeing others face to face" **Female 16yrs**

"Sadness from not seeing friends" **Female 17yrs**

"Dwi moen gweld a teimlo fy ffrindiau" ("I want to see and be with my friends") **transgender 16yrs**

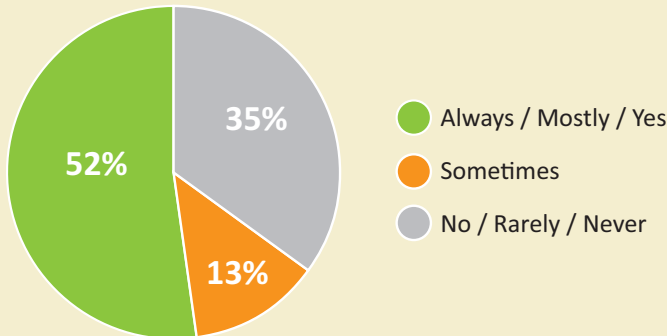
"I'm sad I can't see my friends and working at home is a bit harder than working at school because it's harder to concentrate" **Female 12yrs**



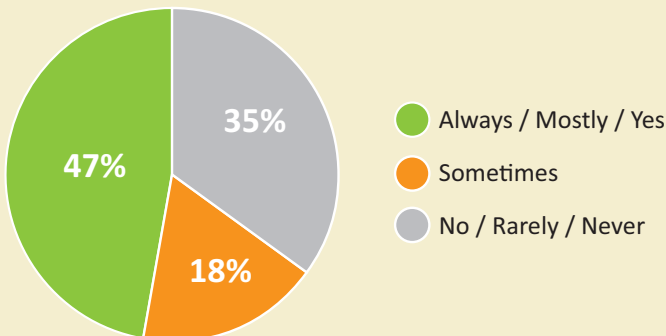
Using Digital Media to Communicate

52% of children and young people were, however, confident about using digital media to keep in touch, but only 47% were confident in their online security. It was also commented on that the access to a reliable Wi-Fi and computer equipment was also quite difficult for some.

I FELT CONFIDENT USING VIDEO CALLING AND DIGITAL MEDIA TO KEEP IN TOUCH



I FELT CONFIDENT THAT ONLINE SECURITY WAS WORKING EFFECTIVELY WHEN USING VIDEO CALLING AND DIGITAL MEDIA



"I spoke to my Dad. It was easier on the site, but not out of the site. We don't have laptops. We are also not allowed to go to the library to use the internet there, so we have been stuck apart from my sister now has a tablet from TGP" **Male 17yrs**

"I was able to access the internet only at school. I was glad when I had the arts and craft sent to me in the post from TGP I missed my friends at school." **Female 11yrs**

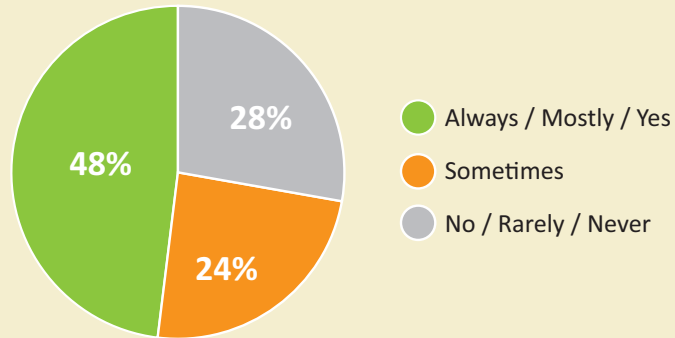
Some young people from the group work had been able to access IT equipment and support, but many had poor internet connection.



Accessing Support

It was encouraging that nearly half of children and young people felt they could access support when they needed it with only 28% saying that they rarely or never felt so.

I FELT I COULD GET APPROPRIATE SUPPORT WHEN I NEEDED IT



"I answered that question negatively because during the first lockdown I wasn't aware I could still access proper help" **Male 21yrs**

"Unig tan dechra gweithio efo Tîm o amgylch y denantiaeth" ("Only since starting to work with a Team around the tenancy") **Female 18yrs.**

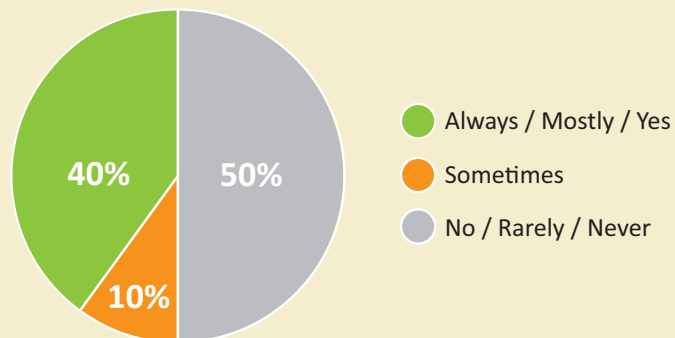
Feelings About Lockdown

It was near enough a 50:50 split when it came to understanding the Welsh lockdown measures though.

A 12 year old Male commented that he:

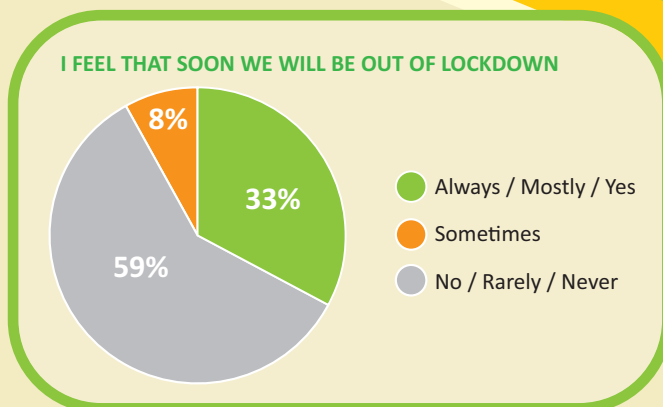
"Felt that young people did not get considered by people making the restrictions."

I THOUGHT IT WAS EASY TO UNDERSTAND WHAT THE WELSH LOCKDOWN MEASURES HAVE BEEN



#STAY
AT
HOME

The most disheartening result from the Covid 19 impact survey was when we asked the children and young people if they thought we would be out of lockdown soon and they answered with 59% that they didn't with only 33% feeling more positive about it.

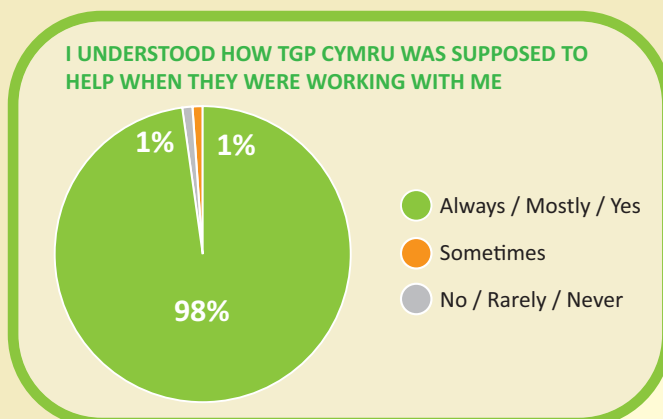


TGP Cymru Service Impact Survey

Part 2 of the survey asked the children and young people how they felt about working with TGP Cymru since the pandemic and lockdowns started in March 2020. TGP Cymru had to quickly adapt their service, once the face-to-face restrictions were brought in, and so a new way of working was introduced to effectively and efficiently help the children and young people. This prompted many creative and innovative ways of engaging with children and young people and from the survey results it seems to have been very effective. All projects were still able to deliver a service, with some offering activities like online cookery classes or sending resources through the post to keep young people engaged. All the projects also continued close contact with the children and young people they were working with through regular communication through phone or video calls, or email. There are many additional comments in this part of the survey and parents and carers also contacted us with positive comments they wanted recorded.

Understanding TGP Cymru Services

To begin this part of the survey we wanted to ascertain that children and young people understood the services that TGP Cymru offered and this resulted in an overwhelming yes, with 98% saying that they did.



"I feel good about having an advocate. It's good because I have a lot of help." **Male 11yrs**

This was encouraging as during the planning and initial responses to the survey there was some evidence that indicated that not all young people knew that TGP Cymru was the organisation they were working with. Workers and young people told us that they tended to identify with individual workers only. This was upheld with some of the comments from young people who didn't understand the TGP Cymru worker questions and so didn't answer them.

"I dont have a TGP Cymru worker, I have worked with at a Forum" **Female 12yrs**

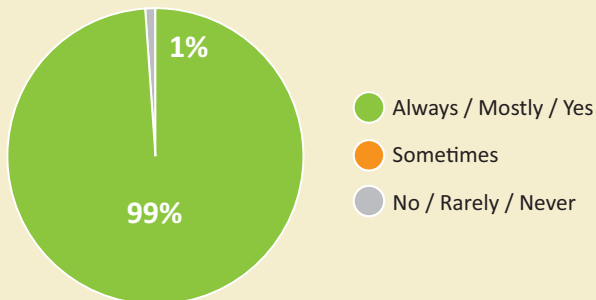
"I dont undersatnd the above questions" **Male 10yrs**

We identified these groups and instead asked them about their experiences with TGP Cymru staff during the pandemic through free text and they echoed what the survey results were showing.

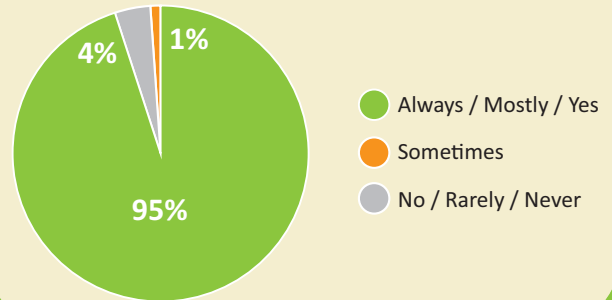
Understanding My Rights

We also asked if children and young people knew they had the choice about working with TGP Cymru and once again 99% said that they did and when asked if their worker had made them aware of their rights as a young person once again we had 95% of the children and young people saying yes.

I UNDERSTOOD THAT I COULD CHOOSE IF AND WHEN TGP CYMRU COULD WORK WITH ME



I WAS MADE AWARE OF MY RIGHTS AS A CHILD AND A YOUNG PERSON



This was encouraging as during the planning and initial responses to the survey there was some evidence that indicated that not all young people knew that TGP Cymru was the organisation they were working with. Workers and young people told us that they tended to identify with individual workers only. This was upheld with some of the comments from young people who didn't understand the TGP Cymru worker questions and so didn't answer them

“when I first had an advocate it was 2 years ago and it helped me so much to learn about my rights and that my opinion should be listened to. It was like a life line to me and since then I have had help and support about my issues and it is TGP that helped me get through really difficult time and I am happy that things are better and I can plan my future here “

“knowing about rights which are different from my own country has been really good for me and helped my have a voice and speak up for other people in my situation too “

“I am so glad that I met the people at TGP it has changed my life in a good way and given me opportunities to have a say about young people’s rights and how we should be tread equally“

“my advocate listens and is always there, she does so much more than anyone else who should take care of me. Now with groups meeting online I am learning more about rights and how they can make things better “

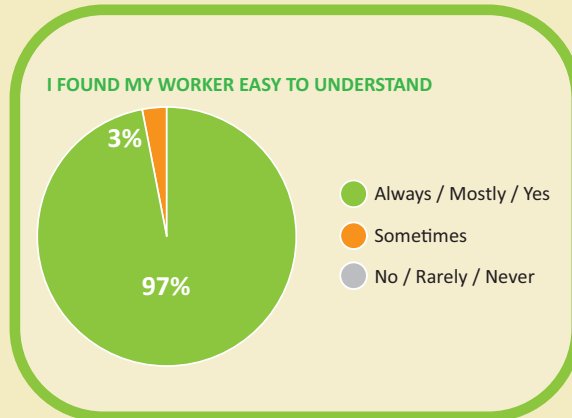
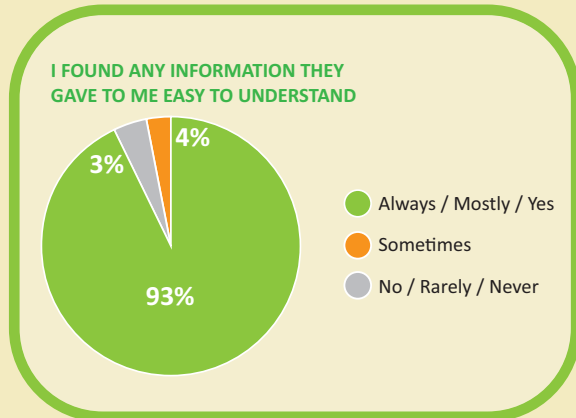
“Gwych cael siaradwr Cymraeg. Mor bwysig cael gweithwyr Cymraeg ar gael. Dwi yn gwybod na dim ond un person Cymraeg sydd yn y tîm fodd bynnag a dwi yn meddwl y dylai bob swydd newydd recriwtio rhywun dwy ieithog fel mae'r cynghorau yn gwneud yn enwedig mewn swyddi yng Ngogledd Cymru lle weithiau mae pobl angen disgwyl am rhywun Cymraeg i weithio efo nhw.”

“Great to have a Welsh speaker. So important to have Welsh-speaking workers available. I know that there is just one Welsh person in the team however and I think that every new post should recruit a bi-lingual person as the councils do particularly in jobs in North Wales where sometimes people need to wait for someone Welsh to work with them”

Male 21yrs

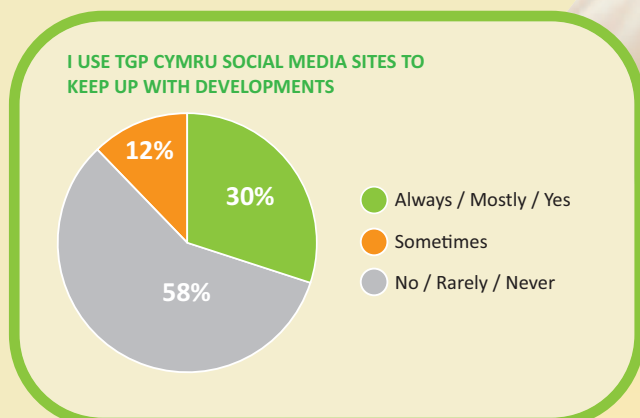
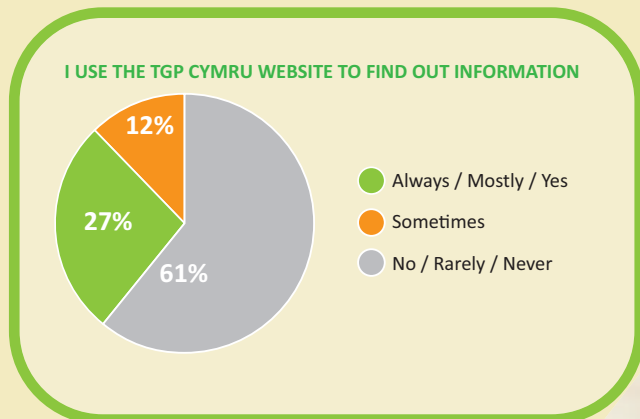
Understanding Written and Verbal Communication

It was also encouraging to know that the information given to young people and children was easy to understand whether it was given verbally or written. However, when it came to keeping children and young people informed through digital means, the website and social media platforms were rarely used. There are some exceptions to this with a couple of social media sites for projects being used really well to keep children and young people informed.



TGP Website and Social Media Sites

61% of children and young people had rarely or never used the TGP Cymru website, with only 27% saying that they had used it. TGP Cymru social media fared slightly better. With 30% using it, but this could be an area for development.



How I was Treated by My TGP Cymru Worker?

98% of children and young people found it easy to talk to their TGP Cymru worker,

"I really appreciate the independent nature of your service; it feels like I can talk freely to you" **Male 17yrs**

"..... is always there to listen and help me." **Female 9yrs**

"I felt very supported and listened to by my TGP Cymru workers" **Female 16yrs**

and 100% felt they were treated with respect and had their opinions listened to.

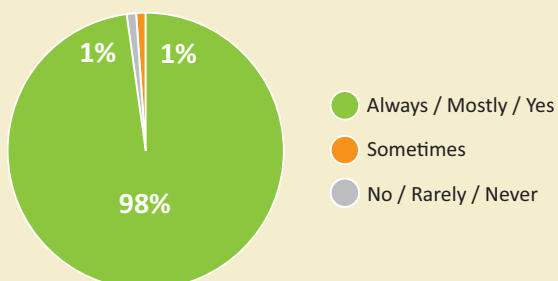
"..... were amazing with me when the council didn't listen about me being homeless. The council left me on the street and had my back the entire time and they wouldn't let it go because legally the council was meant to help me but they refused. even got me a Just Eat voucher because I went to a bed and breakfast miles away and there was nowhere open for me to buy any food that evening. It's the small things. both really care about the young people they work with. That's what makes Team Around the Tenancy brilliant. I've never had anyone care like this before. I feel I can ask them anything and they won't think I am stupid and they believe me when I tell them things. Best people ever!!" **Male 21yrs**

"They don't judge me They care and sent me a voucher" **Non-binary 13yrs**

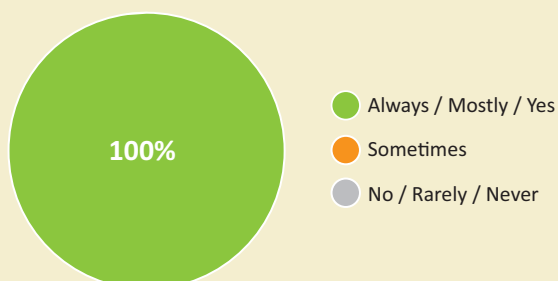
"Tîm o Amgylch y denantiaeth wedi bod yn lifesaver I fi. Methu dioddef PA fi. Gweithwyr TGP yn gwrando a parchu dymuniadau fi." **Female 18yrs**

"Team Around the tenancy has been a lifesaver for me. Can't stand PA. TGP workers listen and respect my wishes"

I FELT COMFORTABLE ASKING MY WORKER QUESTIONS



I FELT I WAS TREATED WITH RESPECT AND TGP CYMRU LISTENED TO MY OPINIONS



99% said that they were kept informed about what was happening throughout the process,

“it is really stressful that there is delay with immigration case because of the pandemic but my advocate explains what is happening “

“my worker can’t change that there are no places open and I can’t get support or a meal like I could before but she lets me know what things I can do and when there is somewhere I can go”

90% identified that their worker had helped them use their skills and abilities to reach their goals.

“I am very grateful and lucky to formulate ideas and projects for the future as I am being supported very well.” Male 17yrs

“..... helped me to get a tablet , i was then able to join groups, I have been cooking online. I also loved having the books through the post, I never had post before lockdown. I am also now looking to how I can do some public talking.” Female 16yrs

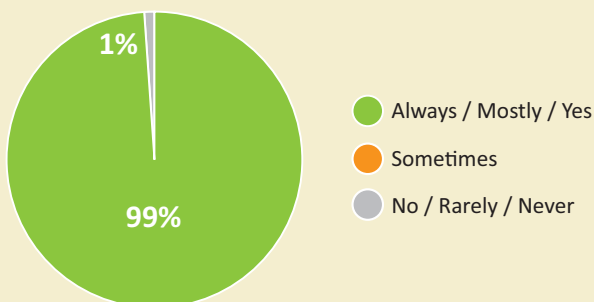
“I like the online origami, would like more of those.” Female 14yrs

“Gutted that I had to be closed. was helping me with stuff the PA wasn't doing because she is rubbish. I am able to still do cooking and crafts though which is good as I haven't got much else to do with current restrictions.” Female 19yrs

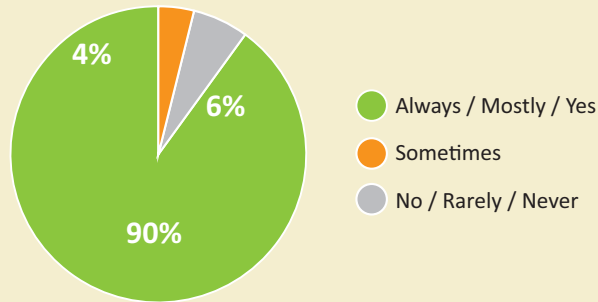
“Having TGP helped as I was then encouraged to go for walks, take part in the photography ready to make the TGP Calendar”

I looked forward to seeing everyone over the screen. We loved making the video have tea with TGP; it would be good to have this sort of thing again. Also liked having the phone vouchers, so I could stay in touch. Plus the word search books sent me.” Male 12yrs

I FELT I WAS KEPT INFORMED ABOUT WHAT WAS HAPPENING THROUGHOUT THE WHOLE PROCESS



TGP CYMRU HELPED ME SEE THAT I COULD USE MY SKILLS AND ABILITIES TO REACH MY GOALS



**The final question about the adapted TGP Cymru service was:
Did you find working with TGP Cymru helpful?**

And once again there was a strong 99% response of yes.

*"My team member as talked to me she as ask me how have been. While going thought a life changing moment of coming out gay in the Gypsy and Travellers community she as offered her support to get me though it." "As a member of travelling ahead there is so many to say but over all the team at travelling ahead are one in aa million" **Male 23yrs***

"I have not met her in person because I came in lockdown but she is kind and always there to help and help me understand things"

"my advocate can still support me at meetings online and with an interpreter on the phone when I need to talk to her"

"we like being able to meet online and talk and learn new things when it is so boring not having much to do. It is a good thing TGP is doing for us"

*"My brothers and sister liked having post, it made u happy. Mum felt supported by TGP have helped us with food for Christmas, we had a big box of food. All of the family have had post. My younger brother counts the birds on the site because of the book he had. Cheers." **Male 17yrs***

*"One of the best advocates ever"
Male 13yrs*

*"You've always been helpful" **Female 11yrs***

*"My Advocate has supported me in every way" **Female 13yrs***

*"I liked having calls from TGP" **Female 9yrs***

*"She was really good and I liked her dog."
Female 8yrs*

*"My worker has been brilliant" **Male 11yrs***

*"It made a huge difference, I get to stay in the country" **Female 17yrs***

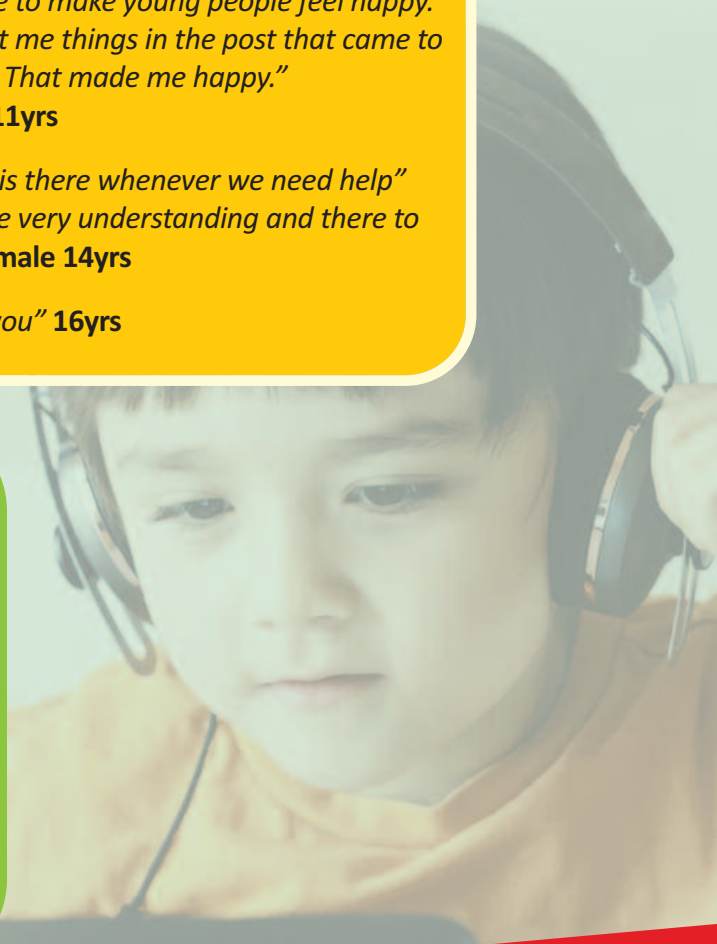
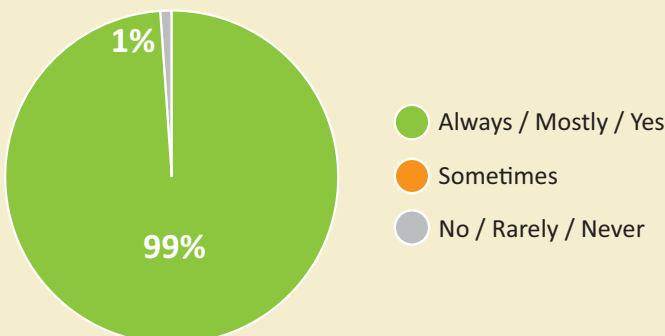
*"I like windingup; she is always up for a laugh and I miss her visits" **13yrs***

*".....like to make young people feel happy. They sent me things in the post that came to my door. That made me happy."
Female 11yrs*

*"Yes she is there whenever we need help"
"They are very understanding and there to help" **Female 14yrs***

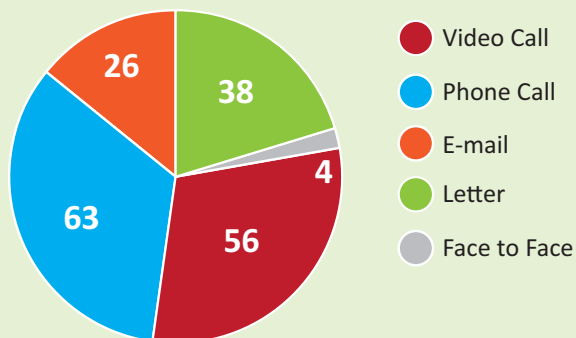
*"Thank you" **16yrs***

I FOUND WORKING WITH TGP CYMRU HELPFUL



CONCLUSION AND RECOMMENDATIONS

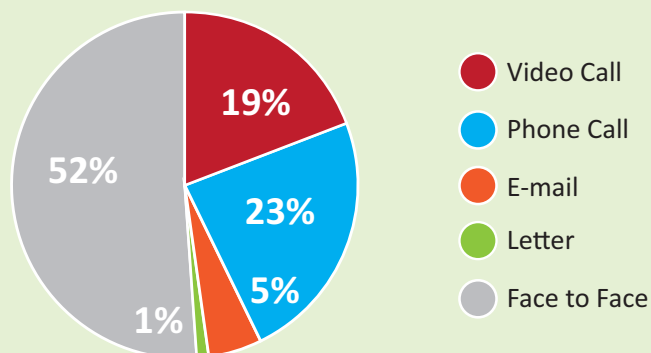
HOW WERE YOU CONTACTED BY TGP CYMRU SINCE THE PANDEMIC?



Children and young people recorded that they had been contacted by TGP Cymru in a variety and combination of different ways since the beginning of the Covid 19 pandemic.

When asked how they would like to be contacted in the future 52% said they would like to go back to face-to-face, the other half preferred using alternative methods. 23% preferring phone calls, 19% video calls, 5% email and even 1% preferring letters, although I believe this would mean activities through the post which a lot of children and young people commented on and really enjoyed receiving.

HOW WOULD YOU PREFER TO BE CONTACTED BY TGP CYMRU IF YOU WORKED WITH THEM IN THE FUTURE



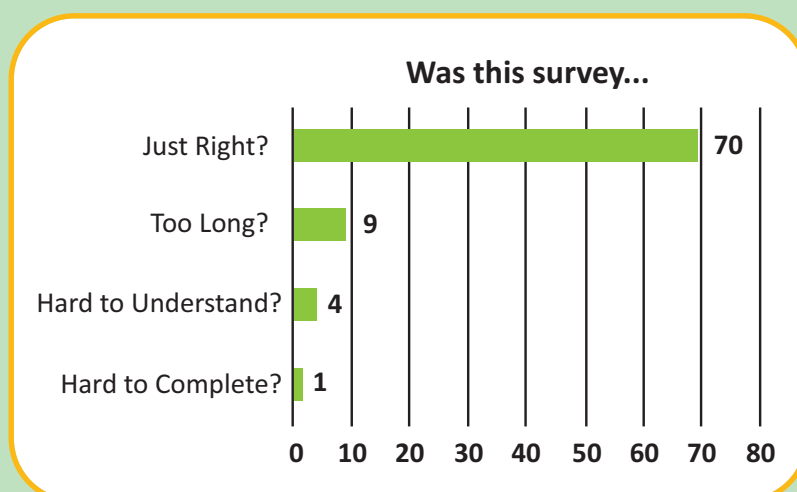
"I like the video calls with you; it's good because it is quick and easy and then I can get back to doing my own stuff...no offence." **Female 10yrs**

RECOMMENDATIONS FROM THIS SURVEY

1. From results above more choice could be made available to children and young people about how they make contact with TGP Cymru, maybe having a blended approach so offering an initial face-to-face meeting and then considering other choices to keep working together.
2. The effect the lockdown has had on children and young people's mental health and wellbeing could also identify a need for a pan Wales remote group personal skills programme to build up young people's mental health resilience e.g. self-esteem or stress reduction techniques. The children and young people could be referred from their TGP Cymru workers and the continuation of the online creative classes could also be considered e.g. cookery. Funding could be found for this.
3. Managers need to ensure that workers are available to converse in the choice of language the children and young people choose.
4. An annual online survey to ensure that TGP Cymru are still achieving the standards of service that's expected in addition to project feedback forms. Individual independent completion should be encouraged.
5. Young people should always have the choice to be a part of a national TGP advisory group that holds TGP Cymru accountable for the completion of actions that are identified.
6. To provide a TGP Cymru website that is user friendly and fit for purpose for children and young people as well as adults, with access to wellbeing helplines and services.
7. Look at how the successful TGP Cymru social media sites are run and decide if there is a need for anymore.
8. More promotion of the TGP Cymru brand is needed so children and young people associate the brand with the service.
9. Need for a robust workable plan, using the National Participation Standards as a framework, to ensure that participative practice is continuing to be upheld throughout TGP Cymru.
10. An additional parent/carer/professionals survey could be used to measure how TGP Cymru has impacted on children and young people's lives for the better.

SURVEY EVALUATION

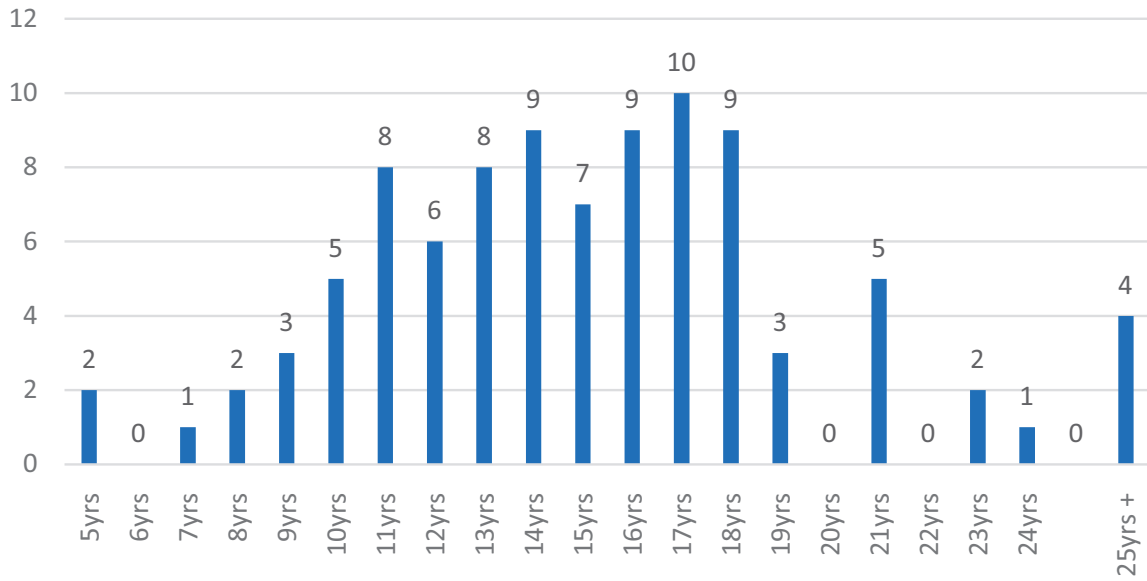
The usability of the survey was also questioned at the end of the survey and children and people responded with 83% saying it was just right in length, 11% saying it was too long, 5% that it was hard to understand and 1% that it was hard to complete. This survey could therefore be used as a template for further surveys.



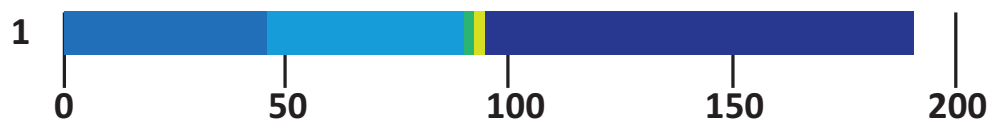
Comments from parents and carers are also added to the end of the appendices as additional evidence that couldn't be included for the children and young people's survey.

APPENDICES

95 Respondees by Age



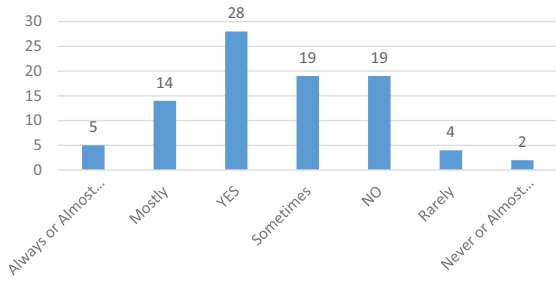
Respondees by Gender



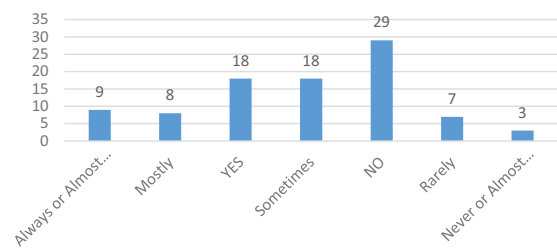
MALE	47
FEMALE	43
GENDER FLUID	1
NON BINARY	1
TRANSGENDER	1
NOT SPECIFIED	2
TOTALS	95

Covid 19 Impact Study Questions and Results (including both survey responses)

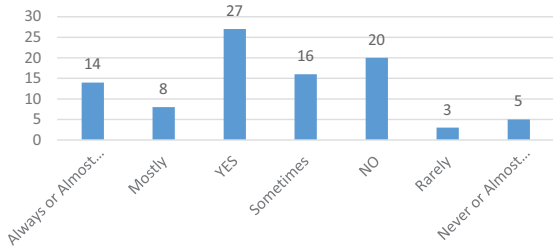
I Have Felt in Control of my Day to Day Life



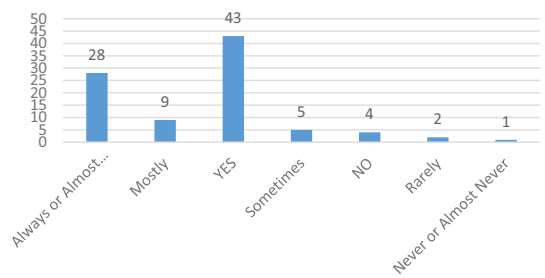
My Mental Health and Wellbeing has been Okay



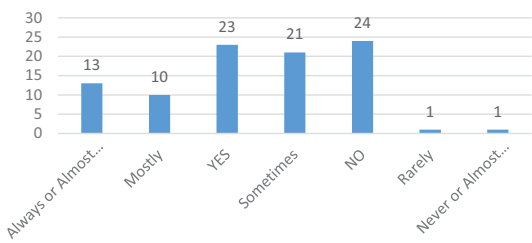
I Felt the Pandemic Affected my Hopes for the Future



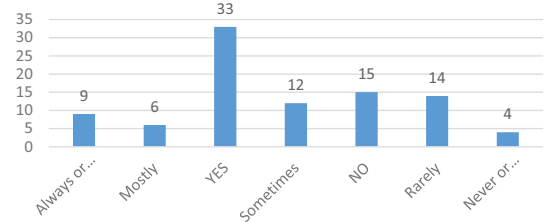
I Missed Talking to People Face-to-Face



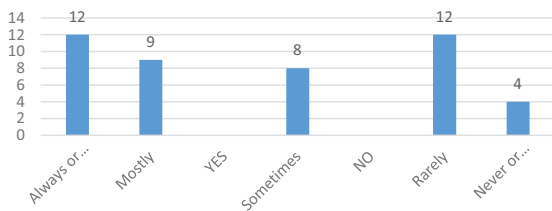
If I Needed Support I Could Find Someone to Talk To



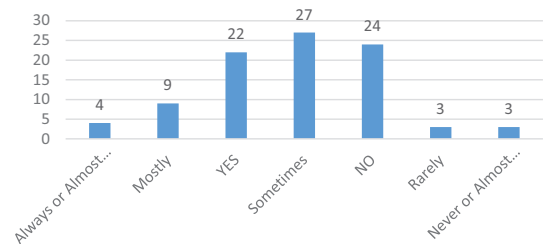
I Felt Confident using Video Calling and Digital Media to Keep in Touch with People



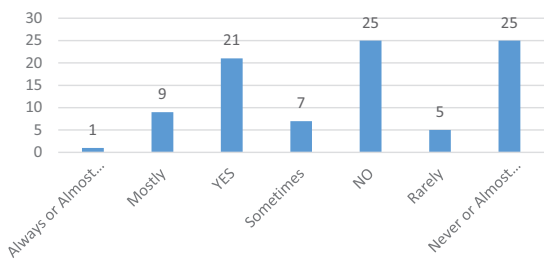
I Felt Confident that Online Security was Working Effectively when using Video Calling and Digital Media



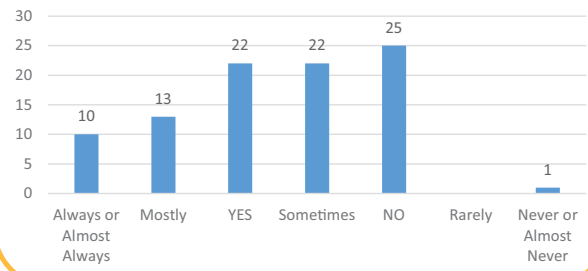
I Found Healthy Ways to Relax



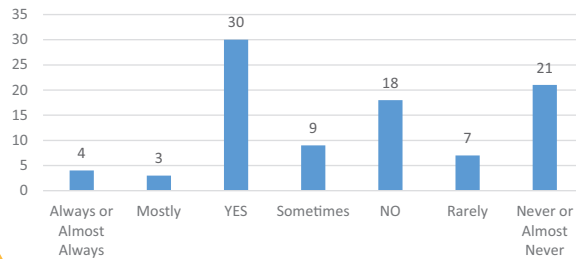
I Feel That Soon We will be Out of Lockdown



I Felt I could get Appropriate Support when I Needed It

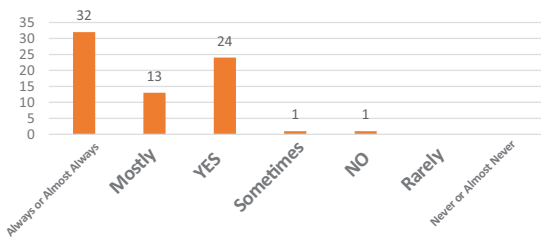


I Thought it was Easy to Understand what the Welsh Lockdown Measures Have Been

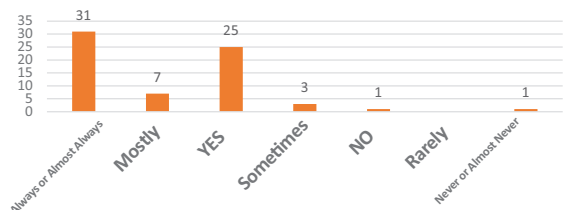


TGP Cymru Services Impact Study (including both survey responses)

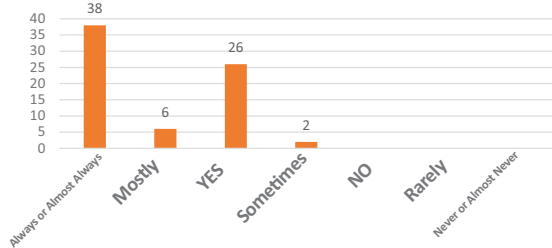
I understood how TGP Cymru was supposed to help when they were working with me



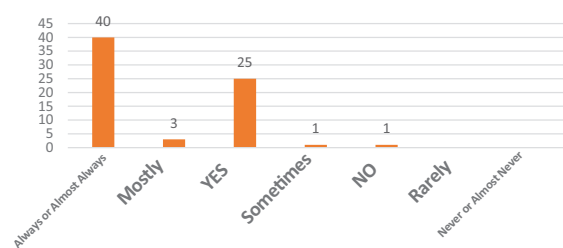
I found any written information they gave me easy to understand



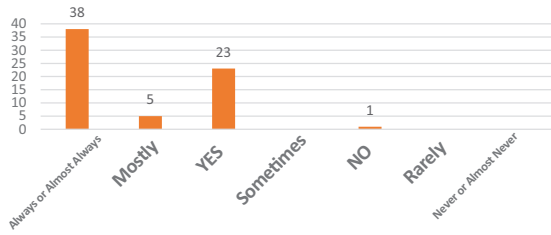
I found my worker easy to understand



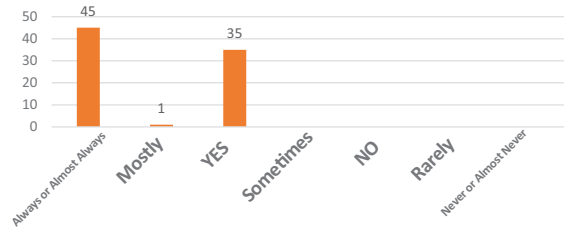
I felt comfortable asking my worker questions



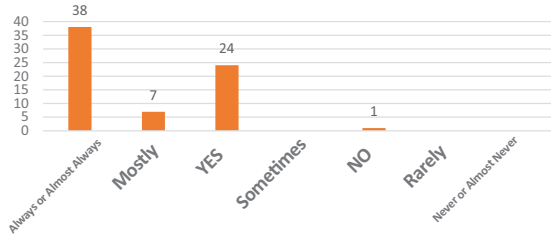
I understood that I could choose if and when TGP Cymru could work with me



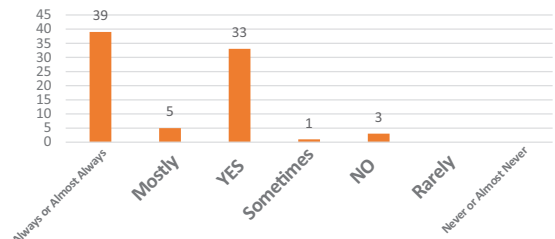
I felt I was treated with respect and TGP Cymru listened to my opinions



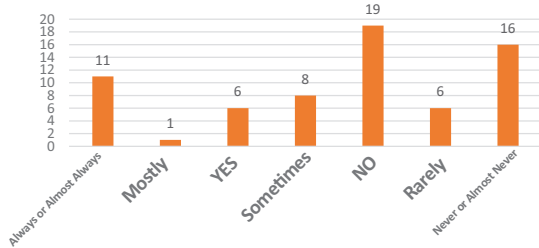
I felt I was kept informed about what was happening throughout the whole process



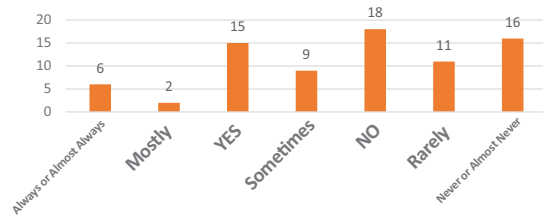
I was made aware of my rights as a child and young person



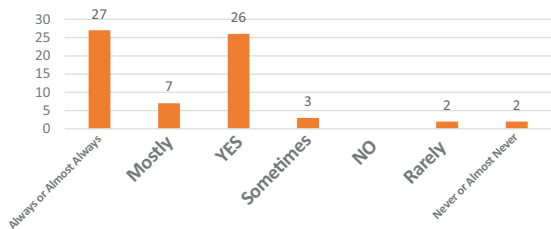
I use the TGP Cymru website to find out information



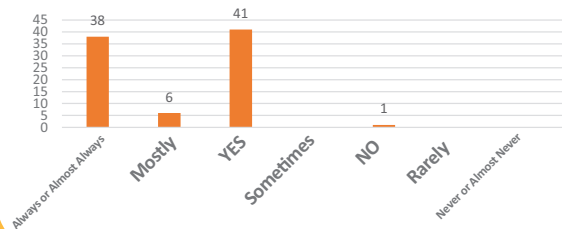
I use TGP Cymru social media sites to keep up to date with developments



TGP Cymru helped me see that I could use my skills and abilities to reach my goals



I Found Working with TGP Cymru Helpful



Additional Comments from Parents and Carers

"Yes, she has supported and helped my immediate family as well as extended family very much ! She has informed us of where we can get financial etc support, which has immensely benefitted each person she has helped."

"Yes , she always outlines and makes clear our rights and she listened and supported to each enquiry, question etc we asked of her. Always feel better when speaking to her."

"Extremely helpful and supportive! Really helped me personally with trying to manage and deal with family and their challenges."

"Can I add an additional many thanks to? She is my boys Advocate and she's just a superstar! So often people email to complain & I think it's important to email to say how pleased we are to have her working with us!

