



Results of our stakeholder surveys

April 2014 - March 2015

We are always looking to make sure that we are doing the best job we can, and in order to make sure of that, we have implemented a regular survey of stakeholders.

In order to get a representative spread of respondents we decided to do one survey during the summer holidays, one during half term, and one during term time.

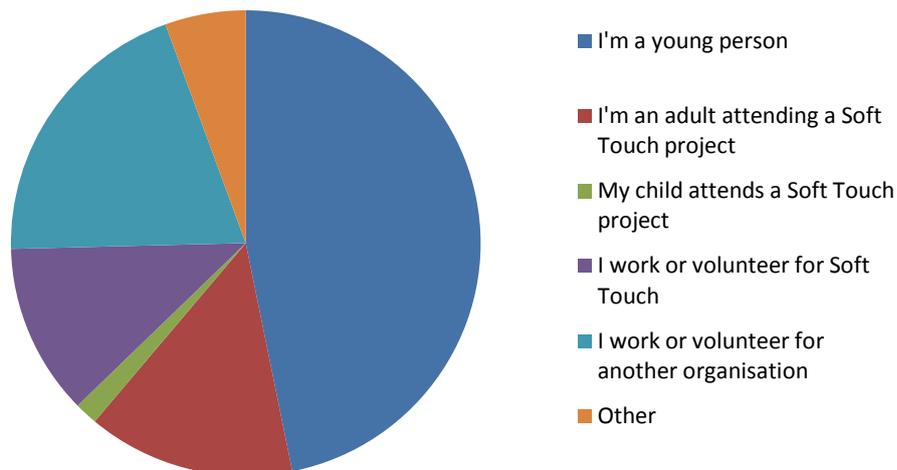
This report is the collation of the three surveys carried out during the period April 2014 - March 2015.

For each survey week, we asked all stakeholders that were encountered, to answer a few questions about their experiences with Soft Touch.

Summary

We had 126 completed surveys handed back.

Number of completed surveys 126



Relationship to Soft Touch	Number of completed surveys	Percent of completed surveys
I'm a young person	59	46.8%
I'm an adult attending a Soft Touch project	18	14.3%
My child attends a Soft Touch project	2	1.6%
I work or volunteer for Soft Touch	15	11.9%
I work or volunteer for another organisation	25	19.8%
Other	7	5.6%

We received very positive responses from the majority of the surveys.

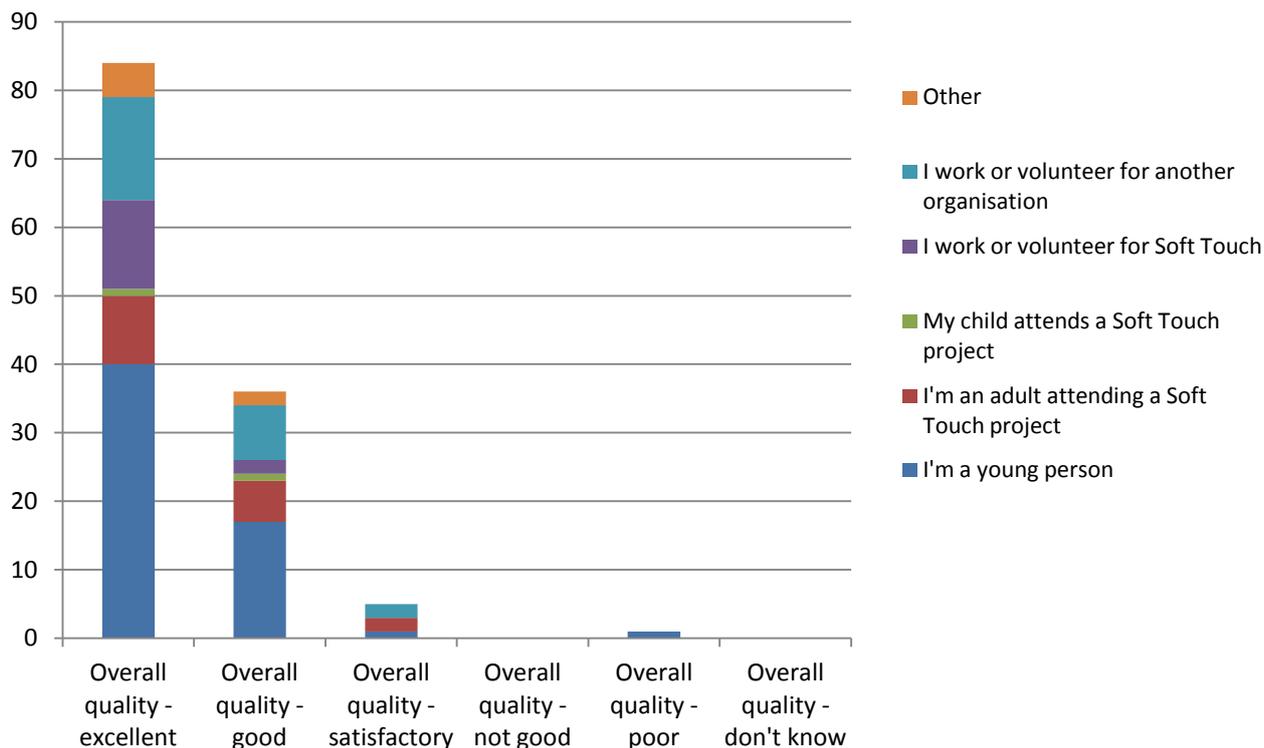
59 of the 126 respondents (46.8%) also chose to provide an additional comment about Soft Touch in the open-ended question. Examples of these can be found on pages 4-5.

Overall quality of experience with Soft Touch

When asked how they rated the overall quality of their experience with Soft Touch, 66.7% of respondents said the experience was 'Excellent', 28.6% said 'Good', 4% said 'Satisfactory', and 0.8% said 'Poor'.

This 0.8% 'Poor' was the response of just 1 young person. On investigating the reason behind this, we found they had been reprimanded for their behaviour during the session.

Quality of experience



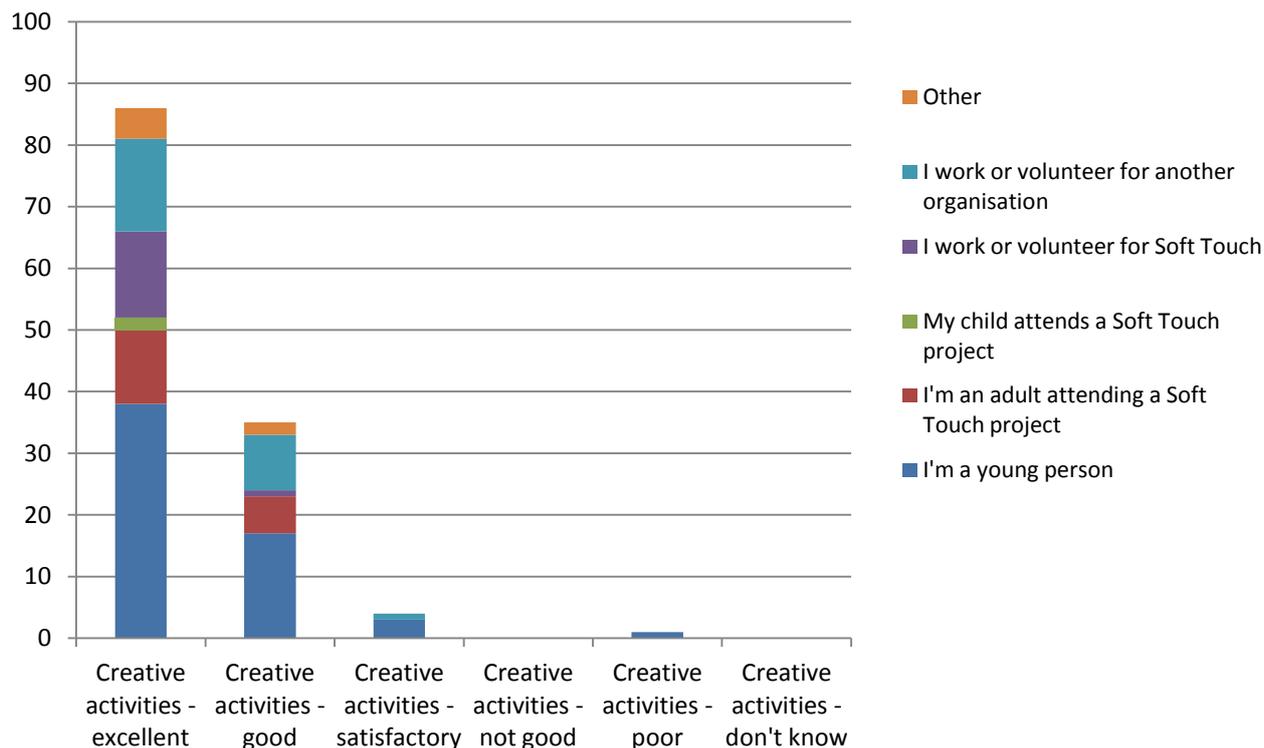
Relationship to Soft Touch	Experience - excellent		Experience - good		Experience - satisfactory		Experience - poor	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
I'm a young person	40	67.8%	17	28.8%	1	1.7%	1	1.7%
I'm an adult attending a Soft Touch project	10	55.6%	6	33.3%	2	11.1%	0	0.0%
My child attends a Soft Touch project	1	50.0%	1	50.0%	0	0.0%	0	0.0%
I work or volunteer for Soft Touch	13	86.7%	2	13.3%	0	0.0%	0	0.0%
I work or volunteer for another organisation	15	60.0%	8	32.0%	2	8.0%	0	0.0%
Other	5	71.4%	2	28.6%	0	0.0%	0	0.0%
Total of all questionnaires	84	66.7%	36	28.6%	5	4.0%	1	0.8%

Quality of the creative activities that Soft Touch delivers with people

When asked how they would rate the quality of the creative activities that Soft Touch delivers with people, 68.3% of respondents said the creative activities were 'Excellent', 27.8% said 'Good', 3.2% said 'Satisfactory', and 0.8% said 'Poor'.

The 0.8% 'Poor' response was the same young person who gave this response for the overall quality of experience.

Quality of creative activities



Relationship to Soft Touch	Creative activities - excellent		Creative activities - good		Creative activities - satisfactory		Creative activities - poor	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
I'm a young person	38	64.4%	17	28.8%	3	5.1%	1	1.7%
I'm an adult attending a Soft Touch project	12	66.7%	6	33.3%	0	0.0%	0	0.0%
My child attends a Soft Touch project	2	100.0%	0	0.0%	0	0.0%	0	0.0%
I work or volunteer for Soft Touch	14	93.3%	1	6.7%	0	0.0%	0	0.0%
I work or volunteer for another organisation	15	60.0%	9	36.0%	1	4.0%	0	0.0%
Other	5	71.4%	2	28.6%	0	0.0%	0	0.0%
Total of all questionnaires	86	68.3%	35	27.8%	4	3.2%	1	0.8%

Additional comments

Respondents were also asked if they had anything else they wanted to say about Soft Touch. The following is a selection of the comments we received:

They are very understanding of children with disabilities, such as autism, etc., and make me feel very settled. - ***Young Participant***

I would like them to do some more cooking on Glazebrook or the Youth Centre. - ***Young Participant***

I'm happy being here. - ***Young Participant***

Soft Touch is the perfect place for us youth! - ***Young Participant***

I enjoy attending here every week, as I get to use my creative mind - ***Young Participant***

I enjoy giving my ideas and also listening to others, and concluding with one big creative idea - ***Young Participant***

I think Soft Touch offers a great opportunity for young people like myself, to interact with others and create projects and events - ***Young Participant***

The staff are very helpful and have good skills - ***Young Participant***

I think that they should come every day - ***Young Participant***

Not good - ***Young Participant***

The staff are really helpful - ***Young Participant***

It's brilliant - ***Young Participant***

Would like more colouring but liked today - ***Young Participant***

Soft Touch gives us a chance to express ourselves creatively and passionately - ***Young Participant***

I think if you have done one course, it would be very nice of you to let me do it again. Love you Soft Touch. - ***Adult Participant***

Very caring people. - ***Adult Participant***

Always good fun. - ***Adult Participant***

Nice to see the different people - ***Adult Participant***

It's a good way to learn - ***Adult Participant***

Brilliant - ***Parent of participant***

Wonderful group of people - ***Parent of participant***

Soft Touch is one of our funded organisations, who continue to deliver high quality arts provision across the city. This includes support of hard to reach communities, and we very much value our partnership with them. - ***Partner Organisation***

Always very friendly, professional staff, who engage excellently with the students. - **Partner Organisation**

Soft Touch have been delivering within our Youth Centre for a few months, and the service has been fantastic. The worker has been brilliant. - **Partner Organisation**

Soft Touch have been delivering a variety of art activities at NPCYP. The young people have enjoyed having them here, and most of them have engaged in the activities they provided. They have been well received. - **Partner Organisation**

Great group of individuals. Fantastic project - **Partner Organisation**

Great organisation to have in the area. They really make a positive difference - **Partner Organisation**

Soft Touch have delivered in other places where I have worked. The delivery was great and the workers were very enthusiastic and engaging! - **Partner Organisation**

Great organisation, easy to work with all staff members, and great engagement with community - **Partner Organisation**

Great organisation! Very helpful every time I have asked for help. Always willing to get involved with community projects in the local area - **Partner Organisation**

Give them more funding to continue delivering their excellent service - **Partner Organisation**

Soft Touch staff have been brilliant. Very professional in their delivery and have built some fantastic relationships with young people - **Partner Organisation**

Soft Touch staff have been of great value to New Parks. The young people have been very focussed and participated very well - **Partner Organisation**

Our young people have enjoyed the activities provided by ST, even those that are resistant to adult led activities - **Partner Organisation**

I have thoroughly enjoyed both volunteering and working for Soft Touch for the last year and a half. I'm looking forward to seeing what new opportunities and ideas will come about with the new building. - **ST Volunteer**

The courses that I've attended have been excellent, and I have really enjoyed them. The staff are so friendly and nice. - **ST Volunteer**

Soft Touch do amazing work in our community. Keep up the good work. - **ST Volunteer**

Love the place to bits! - **ST Volunteer**

The staff are friendly and outstanding, and they are willing to help - **Parent of Volunteer**

Soft Touch Arts have supported many people through Art & Music projects, and all support that has been received from participants has been invaluable - **Staff**