

# Case Study - Essex County Council



## About EYS

Essex Youth Service (EYS) help young people in the community get the most out of school, work and life.

They provide support and management of youth services and projects; including supporting young carers and matching young peoples with fun volunteer opportunities.

## Their Problem

Following national budget cuts to community provision and youth services, EYS was forced to reduce and close services resulting in young people no longer having access to opportunities, safe places and youth workers.

The risks of anti-social behaviour, youth crime and vulnerable young people not having the opportunity to access positive activities were increased.

EYS needed local community groups and volunteers to help provide services and a way to support and manage them.

## Our Solution

Since 2013, Groop has provided the infrastructure that EYS need to support their community provision.

The Groop management platform ensures that staff and volunteers can access the support and expertise to run their groups and clubs; and young people are able to participate in organised, safe and quality activities and events.

Groop enables Essex to **record their data**, meet **governance** and **Quality Assurance standards** and **communicate securely** and **safely**.

## The Results

EYS can evidence invaluable information about the county and the social impact of its services in a consistent and efficient way.

EYS is more connected with the community and young people - all the information they need is at their fingertips, there is now a transparency of activities and an easy to share best practice.

Membership is retained and staff and volunteers are valued and engaged.

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Over 95,000  
non-NCS  
attendances

Engaged over  
12,000  
community  
members and  
volunteers

All County  
**National Citizen  
Service** projects  
recorded on  
Groop

25% increase per  
year in clubs on  
Groop since 2013

Saving 11,700  
hours of youth  
worker time per  
year

Saving 3,900  
hours of  
administrative  
time per year

*"We use the Groop reporting tools to gather data and contribute to the Essex Education Scorecard, which shows the numbers of young people participating in positive activities, number of sessions delivered etc.*

*In addition, the reporting functionality enables us to see if any reported 'missing' children/young people, have attended any of our clubs. This is an important function for us, as we work closely with Children's Social Care and the Police to ensure we understand the movements of vulnerable young people who are missing and maybe involved in sexual or criminal exploitation."*

**Bridget Craigen**  
Youth Work Commissioner

