

Case Study - Space Youth Project



About SYP

Space Youth Project (SYP) started in 2001 with one group and now runs regular youth groups across Dorset, Bournemouth, Poole, Weymouth and Sherborne for lesbian, gay, bisexual, trans and questioning young people.

SYP provide a safe space where anyone is welcome regardless of sexual orientation or gender identity. They offer different activities including; group youth work, 1-to-1 and family support, school-based workshops for primary children and training for professionals.

Their Problem

SYP stored and maintained information and data on different platforms and formats which was complicated and open to error.

They were unable to extrapolate data and couldn't consistently report on their groups and young people.

Some of their members may not have the right support network around them, so SYP provide that support network within the LGBT+ youth community, the recording procedures they use need to be safe, secure and most importantly completely private.

Our Solution

Groop enables SYP to record data and communicate with their members safely and securely.

They have created unique referencing numbers on Groop for each member so when it comes to extracting data and information, they can do so securely and easily.

Accessibility of the platform has made the teams lives significantly easier, they can access Groop wherever they are on mobiles, laptops or tablets. The fact that everything is in one platform ensures they are working together and working securely.

The Results

SYP can evidence invaluable information about the LGBT+ community and the impact of their services in a consistent and efficient way.

SYP can now provide a consistent approach across all its groups and share best practice - offering the opportunity for LGBT+ youth to find a community that will wholeheartedly accept them for who they are.

The membership to SYP groups is actively growing and the qualified staff and dedicated volunteers are valued and engaged.

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Over **12,000** attendances

Engaged over **800** community members and volunteers

SYP record over **20** activities, with over **300** attendances, a month

Average **50%** member increase per year recorded on Groop since 2016

Volunteer and staff engagement with participants of **2,314** hours per year

Reaching participants in the community between the age of **6** and **28**

"Community is vital, it's the glue that holds us together and certainly within the LGBT youth, we're family and some of our members may not have the right support network around them, so we're able to be that network instead. Groop is great and getting better, it's fantastic that we've been able to work directly with the team to develop and grow the platform.

Everything's in one place and it's accessible wherever we are, we use it on our phones, iPads and computers at various venues. We're normally out and about so the accessibility is really important.

For extracting data, we have unique reference numbers for each attendee - meaning we can reference a number and the information on that member is there and completely private.

Prior to the system we had a different one that unfortunately didn't develop, so when Groop came along it helped us out of a difficult spot. Being able to pick up the phone and talk to the team is ace, we can get the reporting instantaneously. We also use our outcomes to track our members. It is really, really user friendly, it's so straightforward.

3 words I'd use to describe Groop would be; clarity, accessibility and communications."

Sarah Grayer Project Manager
Space Youth Project

