Gloucestershire Community Rail Partnership

Young Researchers

Report 2023

A report on the habits of young people in relation to public transport and their perceptions of sustainable travel to inform marketing messaging for GCRP.



Commissioned by GCRP • Delivered by Participation People



Executive Summary

Participation People supported a group of Young Researchers to produce some evidence informed resources for GCRP aiming to get young people travelling more sustainably.

PP supported the Young Researchers (YRs) to design a survey, collect data and to analyse it. The YRs analysed a preliminary focus group ran by GCRP before the project began and then set about designing their own survey. They wanted to find out more about young people's travel habits and their attitudes towards sustainability.

The YRs heard from 586 young people aged between 14-25 year olds. Through their analysis they discovered:

- 1. Safety plays a bigger role in young people's decision making about how they travel than the YRs were expecting.
- 2. Older young people (those over 18) are more likely to use the train than younger young people.
- 3. Young people perceive travel by rail to be much more expensive than it actually is.
- 4. Most respondents live quite close to their local station and they just need a bit of a push to use it more often.

This data was packaged and presented to a group of 6 young people at a Bootcamp on 15th April 2023. Using the data and their knowledge of Gloucestershire, the young people at the Bootcamp produced key messages to encourage young people to

travel more sustainably around Gloucestershire and use public transport. They are:

- 3 posters for use in stations, at bus stops, in schools or for social media
- 3 social media graphics for instagram, to be posted on the social media sites young people use!
- 2 videos to be posted as instagram reels complete with captions and fun editing! You can see some of these resources in this report.

The Young Researchers loved working with GCRP and can't wait to see their resources be used by GCRP in the future!

Read on to find out more!



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Who are Participation People?

Simply, we empower and enable young people to improve services they use.

Participation People believe services improve when you work creatively with the people who use them!
We care about IMPACT and the difference made to peoples' everyday lives.

We want to help everyone:

- Improve service performance.
- Be responsive and agile to the changing needs of young people.
- Increase or repurpose resources to effectively meet the needs of young people.
- Improve service reputation.
- Improve satisfaction of services with children, young people and families.



We can be confident in the knowledge that young people's voices are truly shaping the future of our service design."

Sue Regan, Early Help Group Leader, Royal Borough of Greenwich





Working with Participation People has opened so many doors for me; and made me aware of what I can do to help my own community."

Hanna Baxter, Care Leaver

We are playful in practice and serious about solutions.

Our values are central to how we do our work:

- Have fun!
- Empower young people to develop a strong voice
- Work with services to develop actionable plans.
- Challenge the views and perceptions of all those engaged.
- Build projects that are self-sustaining through building capacity, training and funding.





Methodology

Gloucestershire Community Rail Partnership commissioned Participation People to support young people from across Glocestershire to create research informed messages to encourage young people to use public transport and travel sustainably.

For the first part of this project, Gloucestershire Community Rail Partnership (GCRP) ran a focus group with a group of 16 young people to find out more about their views on sustainable travel and to fins out more about their travel habits.

GCRP then commissioned Participation People (PP) to lead a wider consultation of young people across the county and surrounding areas. The data from this then built into the bootcamp on 15th April 2023 to create messaging aimed at young people to encourage sustainable travel.

PP took the data from the focus group ran by GCRP in January 2023 and presented it to their team of Young Researchers (YR). The YR are aged between 15-19, are from across the UK and have been involved in PP research projects many times in the past. They took the data from the focus groups and created a short survey for young people across Gloucestershire to complete.

The survey was sent to youth groups, schools and promoted on social media. The survey had 584 responses. The survey was open between February and March 2023



The YRs then came together to analyse the data from young people. There were lots of surprises in the data and you can read about them later in this report.

Some of the YRs then joined other young people from across Gloucestershire for a bootcamp to design some specific messaging. The day was informed by the data collected and was full of fun, pizza and snacks! Read on to see how the day went and what the group produced!





Focus Group Takeaways

In January 2023 GCRP held a focus group with 16 young people from across Gloucestershire.

The focus group investigated young people's attitudes towards public transport and the environmental benefits of travelling by public transport. The results then helped the Young Researchers build the survey off the back of the focus group and find more data where necessary. The main take aways were...

Firstly, young people have good knowledge about public transport in relation to routes, frequency etc. However, many of the participants did not use public transport regularly due to cost, convenience and reliability. As a result, the YRs chose to investigate young people's travel habits. How often do the wider population of young people use public transport? What are the most important factors when choosing how to make a journey. Why might young people not choose to travel by public transport? How close do young people live to their local station?

The focus group also touched upon the environmental benefits of travelling by public transport. The YRs wanted to investigate more about where sustainability and environmental factors rank in young people's decisions about transport.

More widely about the environment and sustainability, how do young people choose to act sustainably? From the focus group the YRs decided they wanted to ask young



people to rank what is most important to them from a list of actions like who they buy from, how they travel, where they work etc.

Using the findings from the focus group, the YRs created a survey of 21 questions to investigate the topics in more detail and to use the data to inform some messaging aimed at 14-25 year olds. The survey launched late February 2023 and closed in mid-March 2023. The survey was promoted through GCRP's networks, to schools across Gloucestershire by Participation People, to local youth clubs and on social media. Read on to find out in more detail what they found out...





Our Survey Data

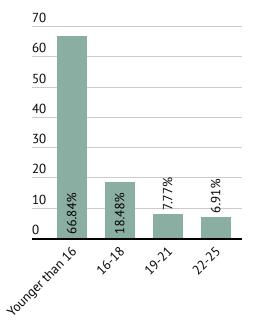
The survey was promoted to schools, youth clubs and over social media. They YRs heard from 584 young people, read on to find out more...

About our survey

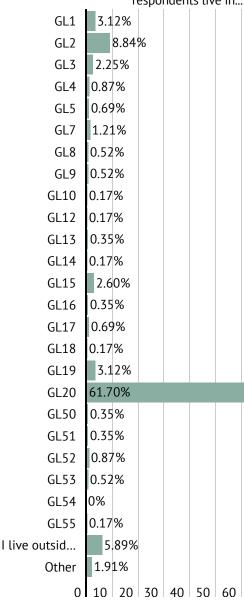
The YRs wanted to hear from their peers what they thought about sustainable travel and their travel habits. They heard from young people from across Gloucestershire and some from outside of Gloucestershire too!

Overall, the YRs heard from 636 young people. Participation People helped the YRs by cleaning the data for any unreliable responses and this left the YRs with 584 reliable responses.

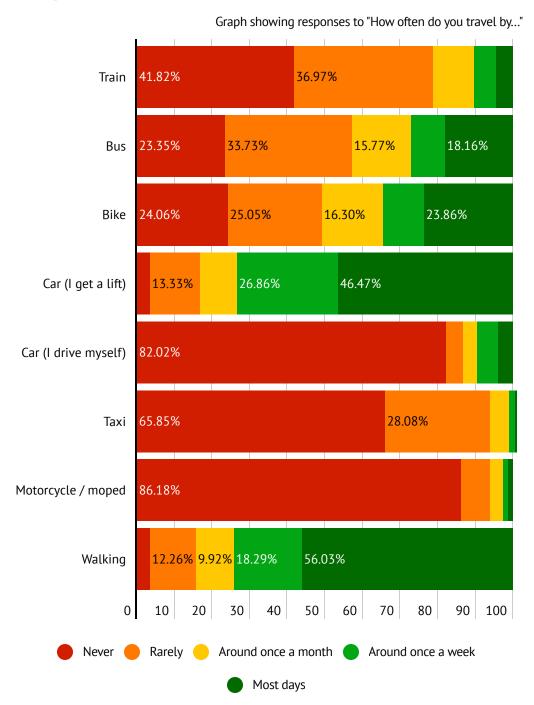
Graph showing how old respondents are...



Graph showing which post codes respondents live in...

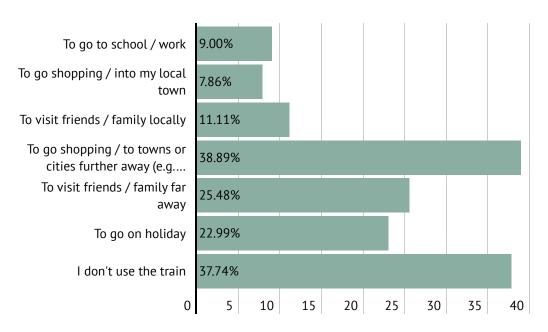






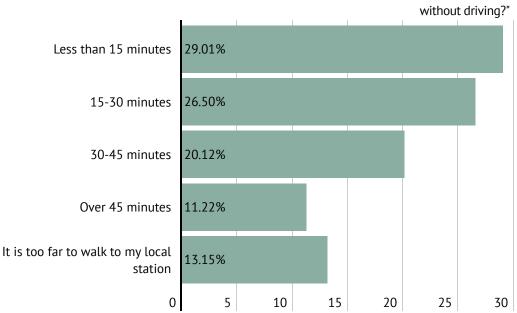


Graph showing responses to "What sort of journeys do you use the train for?"

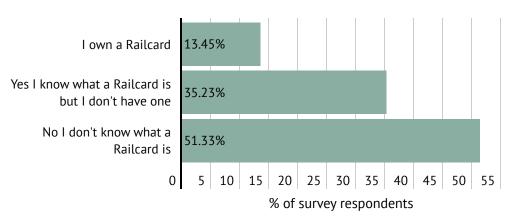


Graph 3

Graph showing responses to "How long does it take you to get to your nearest train station

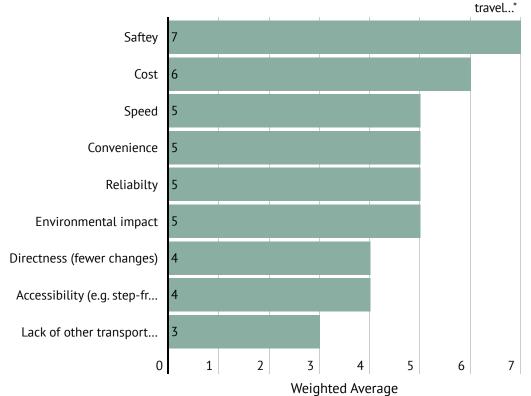


Graph showing responses to "Do you know what a Railcard is?"



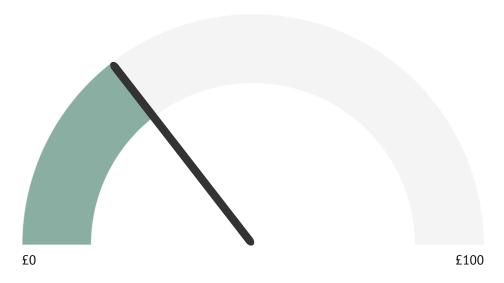
Graph 5

Graph showing responses to "Rank these in order of importance to you when choosing



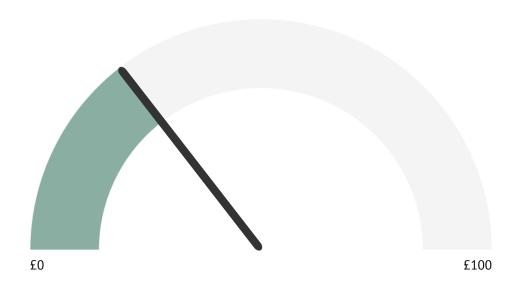


Graph showing responses to "Roughly how much do you thing it would cost you to travel from Gloucester to Bristol City Centre by car?"

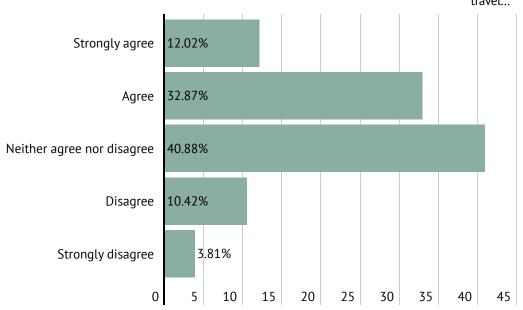


Graph 7

Graph showing responses to "Roughly how much do you thing it would cost you to travel from Gloucester to Bristol City Centre by train?"

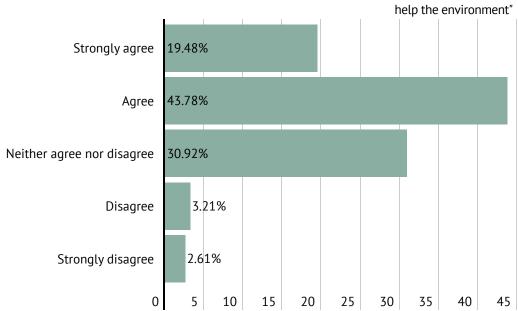


Graph showing responses to "The environmental impact of a journey affects the way your travel..."



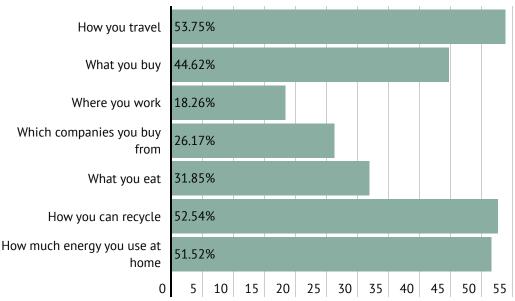
Graph 9

Graph showing responses to $^{"}$ I like it when companies tell us about what they are doing to



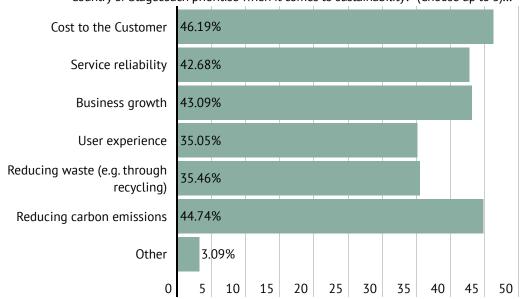


Graph showing responses to "Which of these do you consider the most important when making choices about sustainability (Chose your top 3)..."



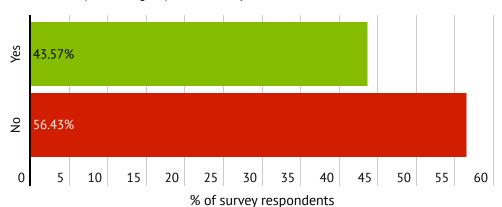
Graph 11

Graph showing responses to "What do you think transport providers such as GWR, Cross Country or Stagecoach prioritise when it comes to sustainability? (Choose up to 3)..."



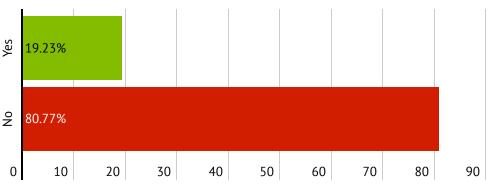


Graph showing responses to "Do you know what a carbon emission calculator is?"



Graph 13

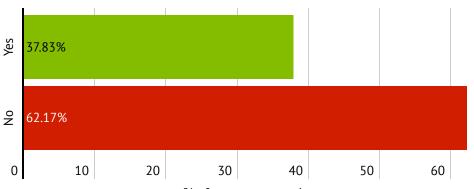
Graph showing responses to "Have you ever used a carbon emission calculator?"



% of survey respondents

Graph 14

Graph showing responses to "Do carbon emission figures make sense to you?"



% of survey respondents



Survey Takeaways and Analysis

We heard from 584 young people from across Gloucestershire and England. They told us lots about their travel habits, preferences and opinions on sustainable travel. Read on to find out more...

Young People's Travel Habits and Preferences

To begin with the YRs wanted to understand more about young people in Gloucestershire's travel habits and preferences. Before analysing the data, the YRs made some predictions about what they expected to find form the data. These included that young people will travel mostly by walking, getting a lift in a car and by bus. The YRs also thought those young people below 18 will tend to use the train for visiting friends and family further away and that young people 18-25 will use the train more to get to work.

Graph 1 shows how often young people who responded to our survey travel by different modes of transport. The most common ways young people travel are by walking and getting a lift, as our YRs predicted. The YRs suggested that this could be due to the fact that the majority of respondents were under 16 (nearly 67%) and their parents may prefer to give them lifts in the car. This was reflected by the proportion of 19-25 year olds being much more likely to drive themselves than get a lift from someone.

The YRs were surprised by the train usage patterns. Nearly 42% of respondents told us they never get the train and a further 37%

told us they rarely get the train. When the YRs dug a little deeper they saw that older young people were much more likely to use the train than younger YP with none of our respondents older than 19 telling us they never get the train.

One of the overall patterns for the question the YRs noticed was that the older the respondents were, the more likely they were to use public transport. This could be because they are more independent than the under 19s we surveyed or perhaps it was because older young people are more confident using public transport.

The YRs also wanted to find out what sort of journeys young people use the train for. The YRs thought that respondents would be most likely to use the train to travel to visit friends and family further away. Graph 2 shows how young people responded. The most common reason young people travel by train was to travel to cities and towns further away for shopping and leisure (39%) closely followed by young people telling us they don't travel by train.

The YRs were surprised by this, they had assumed that more young people would use the train for some journeys. 50% of under 16s told us they never use the train, this



Survey Takeaways and Analysis Continued...

could be because under 16's parents are more wary about their children travelling unaccompanied by train or simply the trains aren't convenient for young people. Some of the YRs who live more rurally shared that they never got the train on their own before they when to university because it was never convenient for them.

Only 9% of respondents told us they travel to school or work by train, and this figure remained unchanged whether looking at under 16s or over 16s. Although over 16s were much more likely to use the train than under 16s, particularly to travel to cities further away for shopping.

The YRs were interested in seeing how close young people live to their local stations by foot. They found that 29% of young people live within 15 minutes walk to their local station (graph 3). Only 13% of respondents told us they live too far away from their local station to walk. The YRs were interested by this however thought in their experience how close you live to a station isn't the only factor in choosing to travel by train, cost is another important factor as is convenience etc.

The YRs have found that Railcards have saved them a lot of money when travelling by train and as a result they are more likely to travel by train. They wanted to see if other young people knew about Railcards and if they owned them. Only 13% of respondents told us they have a Railcard and 51% do not know what a Railcard is at all (graph 4). The proportion of those with



Railcards increases with age with only 8% of 22-25 year olds not knowing what a Railcard is and 65% owning one. This trend makes sense as under the age of 16 young people can still get child fares and so do not need Railcards. The YRs think there is an opportunity to improve the messaging around Railcards to encourage young people travel by train and thus travel more sustainably.

In graph 5 we asked young people to rank some factors in order of importance to them when choosing to travel. The YRs thought the most important factors would be cost, lack of other options and speed. They were very surprised to find that respondents ranked safety as the most important factor when choosing to how to travel. The YRs discovered that safety was an equally important factor for both male and female respondents, but safety was particularly key for under 16s. One of the YRs shared that in their experience train stations can be quite



Continued...

scary places for young people. The YRs were sure that messaging around the safety of public transport could be beneficial, although they are unsure about how to best approach this.

The data also showed that boys were more likely to prioritise speed when choosing how to travel and girls were more likely to prioritise the environmental impact of a journey. This didn't surprise the YRs but they thought this could be potentially investigated at our Bootcamp.

The YRs wanted to understand how much young people thought a journey between Gloucester and Bristol City Centre would cost by car and by rail (page 15, graphs 6 & 7). Respondents thought that both journeys would cost around the same, £29 by car and £28 by train. The YRs were a little surprised by this but did acknowledge there is a fuel crisis and costs have increased dramatically recently.

Interestingly a single rail fare between Gloucester and Bristol Temple Meads averages around £11 and can be cheaper than this if booked in advance, meaning young people assume train travel will cost much more than it does in reality.

There is a big opportunity to increase and improve messaging around the cost of rail travel, particularly as in pervious questions we have seen that young people prioritise the cost of journeys highly and that young people principally use the train for travelling to towns a cities a little further away for



shopping and other leisure activities.

Young People Attitude to Sustainability and Sustainable Travel.

At the outset of the project, both the YRs and GCRP were interested in young people's attitude towards the environment and sustainability and whether this has an impact of young people's travel habits.

In graph 8 we can see wether the environmental impact affects the way young people chose to travel. The majority of young people neither agreed nor disagreed (41%) which on YR suggested effectively means that the environmental impact of a journey has very little affect on the choice of how young people travel. Another added that this response suggests "we feel as though we care about the environment but wouldn't not travel if we needed to get somewhere".



Continued...

As this research will be informing our Bootcamp at which we will be forming some messaging around encouraging young people not only to travel more by train but to travel more sustainably, the YRs thought it would be interesting to gauge how young people react to companies talking about the environment. 44% of respondents agreed they like it when companies talk about what they are doing to help the environment (graph 9).

This somewhat surprised the YRs although they agreed that they prefer to hear about big policies to cut emissions rather than smaller changes to things like switching to paper cups over plastic ones.

The YRs thought it would be useful to find out what young people prioritise when it comes to sustainability in their own lives (graph 10). The respondents prioritised how they travel (54%), how they can recycle (53%), then how much energy they use at home (52%). This initially surprised the YRs but began to make sense when this survey combines young people's attitudes to travel and sustainability. The YRs were also conscious that more of us are thinking about our domestic energy consumption in the wake of the energy crisis and so most people are trying to cut their usage for cost reasons with the added benefit of it helping the environment.

Some of the other surprises from the data on this question were around "what you eat" being so low. The YRs are very conscious of the benefits of cutting meat out of their diet



benefitting the environment so to see it rank as the third lowest option was surprise.

This data further supports the YR's view that the environmental benefits should be better communicated in messaging to young people moving forward.

The YRs asked young people what they think transport providers prioritise when it comes to sustainability (graph 11). Cost to the customer proved the most popular response (46%), followed by reducing carbon emissions (45%) and business growth (43%). This didn't overly surprise the YRs but they did find it was interesting that user experience was the least popular option when the YRs presumed this will be of high priority for transport companies. There is also an opportunity to improve the messaging around the environmental benefits of public transport and package it as a benefit to the consumer.

GCRP were keen to discover whether young people were knowledgeable about carbon emission calculators. On page 18 you can see the data relating to carbon emission



Continued...

calculators. The YRs assumed most people would not a carbon emission calculator is, and even if they did, they will have not used one before. The YRs assumptions were proved correct, 56% of respondents did not know what a carbon emission calculator is and 81% of respondents had never used one. 62% of young people told us carbon emission figures do not make sense to them.



Key Takeaways

The YRs have identified some key takeaways from the data:

- 1. Safety plays a bigger role in young people's decision making about how they travel than the YRs were expecting.
- 2. Older young people (those over 18) are more likely to use the train than younger young people.
- 3. Young people perceive travel by rail to be much more expensive than it actually is.
- 4. Most respondents live quite close to their local station and they just need a bit of a push to use it more often.

The data we have collected will be use to inform GCRP work in other areas with young people, and to inform the messaging we cocreate at our Bootcamp in April 2023.



Bootcamp

The Bootcamp will be taking place on the 15th April. Take a look here to see the plan for the day...

THE PARTICIPATION PEOPLE | TAKING ACTION



SESSION / ACTIVITY PLAN

Part 1 – About the Activity or Workshop				
Session Title:	GCRP Bootcamp			
Date / Time:	15th April 11am-4pm YP from Gloucestershire & Young Consultants			
Audience:				
Expected number of participants:	Children/young people:	10	Adults:	2
Staff facilitating:	Ed Cooney			

Part 2 – Session Outcomes			
	Outcome	Success Indicator	
By the end of the	Participants familiar with survey data	1. YP can identify the trends in the data and what they mean	
session, participants will:	2. Participants identify key messages to appeal to YP	YP have taken the trends and identified the key themes for messaging	
	Participants draft 3 marketing resources	3. YP begin work on 3 marketing resources	

THE PARTICIPATION PEOPLE | TAKING ACTION

Time	Method	Learning Themes
1100	Welcome and Icebreaker Game	Breaking the ice, getting to know each other
	Hi Everyone! Let's start us off with some intros, pronouns and tell us something interesting about your journey here!	Considerations
	Before we kick off, let's play a game to get us started. Splat/ Elephant Kangaroo Cow/ Ninia? human bingo, name game, etcl	YP being shy/not have met beforehand/having adjustments
	Two truths and a lie	Desired Outcome(s)
	Resources: (Cards if doing human bingo)	Group feels a bit more relaxed and connected
	Running time: 20 mins	
	Facilitator notes: Make sure the ground is clear and there aren't any trip hazards etc.	
Time	Method	Learning Themes
1120	Today's Session	Target outcome Everyone on same page at start
	Brilliant! Hopefully we're all more awake now! So, what are we going to get up to today?	Considerations
	Introduce aims/outcomes of the day	Clarify everything and check whether everyone understands
	YP to fill in "entry board" - by writing name and what they like to get out of today on PinPoint paper (prep in advance)	Desired Outcome(s)

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THE PART	IACIDATION	DEODLE	TAKING	ACTION

		Running time: 5	Understanding of all outcomes
#	Time	Method	Learning Themes
	1125	, , , , , , , , , , , , , , , , , , , ,	Data analysis & key themes
		Let's recap what we have covered already!	Considerations
		key findings and initial observations.	SPACE & VOICE - also size of each group and Young Consultant "influence" (they are there to facilitate
		Split into 3x groups (1x YC with each groupo) and give out post-its. EC to print out copies of report of data from survey monkey to give to each group.	Desired Outcome(s)
		Each group takes a section of the survey and focuses on key messages important to young people from the data and creates 10x 'Newspaper Headlines', write on post-its and stick onto pin point paper. Each group presents back their findings and headlines to the whole group.	Learning Outcome 1 Learning Outcome 2
		EC to take all post-it headlines and place them on another PinPoint sheet. Group to vote with stickers on their favourite (PinPoint). Resources: post-its, pens, speaker for music, 3 sheets of pinpoint paper	
		Running time: 15 mins presentation, 30 mins task, 15 mins feedback/presenting, 5 mins PinPoint, 10 min break after	

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THE	PARTICIP.	ATION PEOPLE TAKING ACTION	
		Facilitator notes: Each group needs as much space as possible to work. Make sure the ground is clear and there aren't any trip hazards etc.	
#	Time	Method	Learning Themes
	1240	Brainstorm - How do we bring the key headlines to life? Any idea is a good idea	Media & marketing - tying themes to outputs
		Whole group to group answers together (EC facilitate) and pinpoint vote. Identify the top 3 ideas/resources to create - eg video, poster, social media, web-based resource.	Considerations
			May need prompting from GCRP/EC
			Desired Outcome(s)
		Group to divide up into 3 working groups and take a resource each. Resources: Post-its, pinpoint paper, pens Running time; 10 mins writing out cards, 10 mins grouping, 10 mins voting and designating out afternoon task	Learning Outcome 2 Learning Outcome 3
#	Time	Method	
	1310 - 1340	Lunch - Pizza (or equivalent) 30 mins Order in advance or to arrive at 1315	
#	Time	Method	Learning Themes

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3

THE PARTICIPATION PEOPLE | TAKING ACTION 1340 -Post lunch energizer game (15 mins) Teamwork 1355 Freeze frame / energizer Creativity Ask them to get into 3's. Confidence In 3's, with their bodies, they have to work together and create a picture that Considerations represents a statement. They have to create a picture / freeze frame for each statement, worthy of an Instagram story! SPACE · Use headlines from morning session as the statement Desired Outcome(s) Give them 8 minutes to plan their pictures. Then ask them to "perform" each picture for you. Energised after lunch Take a photo of each freeze frame. Use these photos to create a short film of the group by the end of training day 2. s: Materials: A4 paper, pens, sticky dots, camera/ phone. Time Method Learning Themes 1355-Creating Resources - 3x groups with YC in each Teamwork 1540 Creativity Each group has 1hr 45 to create either a resource or a set of resources relating to key themes, headlines and messages identified during the morning session. Creation of resources Considerations

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They will have access to paper, pens, computers, ipads, phones etc but must have a clear output at the end of the session or a written plan that makes it easy for a

Think about using a guidance framework for creating the resource so time is used

ę

Time - make sure its productive!

3x resources for GCRP to use moving

Desired Outcome(s)

forward

THE PARTICIPATION PEOPLE | TAKING ACTION

designer to create the resource.

well. Groups can be as creative as possible.

Groups to present work back at the end.

	Resources: Pens, paper, post-its, phones, ipads, computers (at office) Running time: 1hr 45 to create - 10 mins to present to whole group Facilitator notes: EC & GCRP to float around and facilitate whole group
1550	What are our takeaways today? (Other than pizza)
	Rate the day out of 1-5, one thing that surprised you, one thing you've learned.
	Could use A-Z takeaways if groups are capable.

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6





Get a Young Person's Rail Card and enjoy big discounts on your travel costs.

50% off for 16 - 17 years 33% off for 18 - 25 years

Roam around Gloucestershire without relying on lifts from family and friends.

Your life, your journey!

Buy your Young Person's Rail Card online at XXXXXXX







Buy a Young Person's Rail Card and you'll get more than just a discounted ticket from A to B.

Travelling by rail is better for the environment and better your you; low carbon emissions, access to WiFi, no motoring costs and a hassle-free journey.

Your life, your journey!

Buy your Young Person's Rail Card online at XXXXXXX





Get on the right route around Gloucestershire



Grab a Young Person's Rail Card and enjoy big discounts on travel costs in and around your local area.

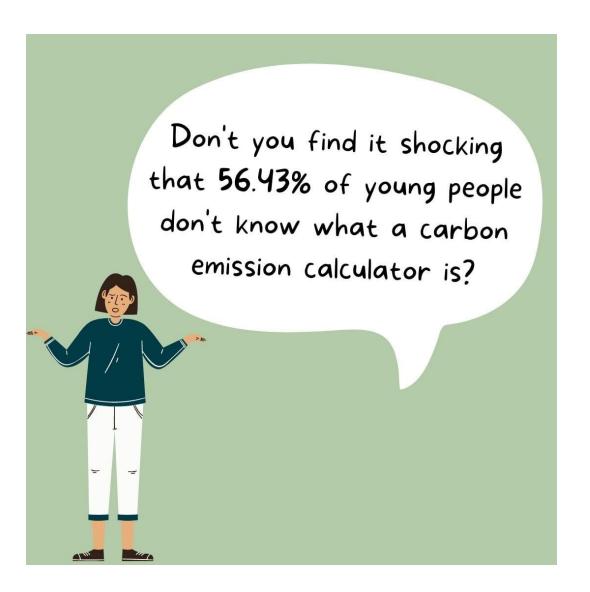
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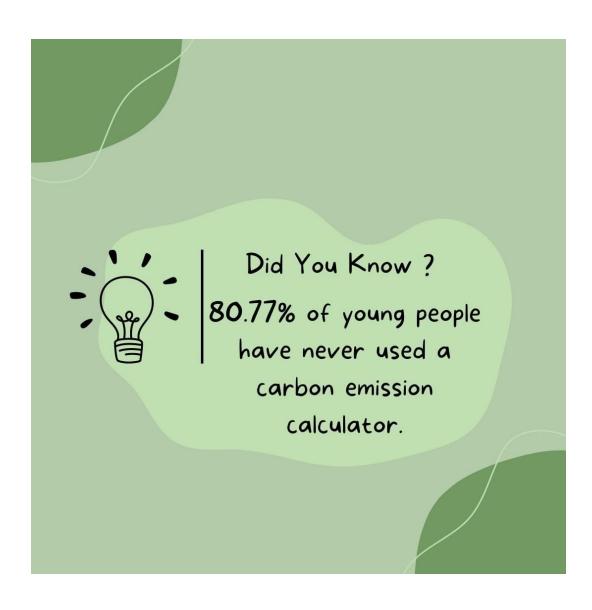
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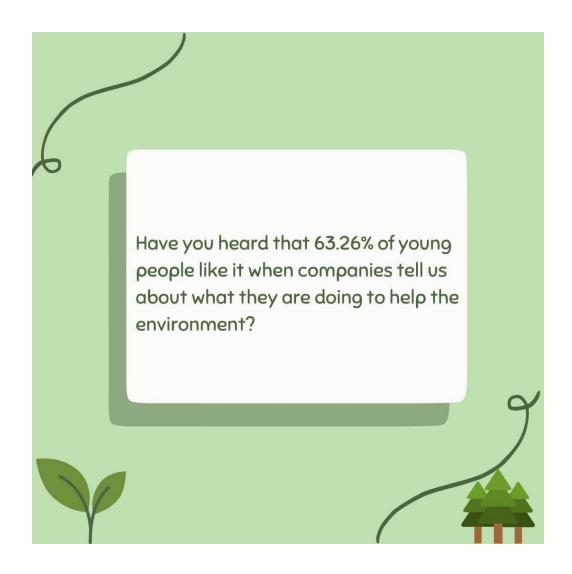
Buy your Young Person's Rail Card online at XXXXXXX











The Young Researchers also produced two videos for GCRP to be used as instagram reels complete with captions!





Conclusions

Throughout the course of the project the Young Researchers have provided GCRP with high-quality data insights to inform messaging to 14-25 year olds.

Through the focus group and survey, the YRs drew the following insights:

- 1. Safety plays a bigger role in young people's decision making about how they travel than the YRs were expecting.
- 2. Older young people (those over 18) are more likely to use the train than younger young people.
- 3. Young people perceive travel by rail to be much more expensive than it actually is.
- 4. Most respondents live quite close to their local station and they just need a bit of a push to use it more often.

This data was packaged and presented to a group of 6 young people at a Bootcamp on 15th April 2023. Using the data and their knowledge of Gloucestershire, the young people at the Bootcamp produced X key messages to encourage young people to travel more sustainably around Gloucestershire and use public transport.

They are:

- 3 posters for use in stations, at bus stops, in schools or for social media
- 3 social media graphics for instagram, to be posted on the social media sites young people use!



 2 videos to be posted as instagram reels complete with captions and fun editing!

You can see some of these resources in this report.

The Young Researchers loved working with GCRP and can't wait to see their resources be used by GCRP in the future!





Population data

An in depth look at who answered our questions.

80 70

60 50

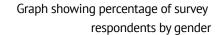
40

30 20

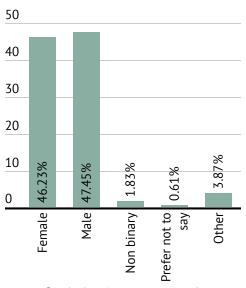
10

0

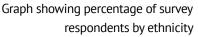
77.19%

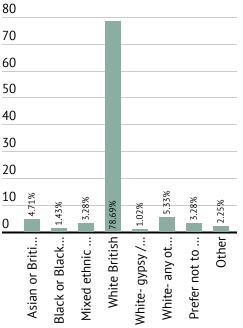


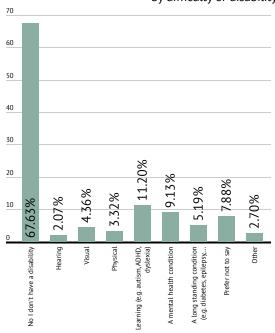
Graph showing percentage of survey respondents living in...



City, Sund steam Office, Offic





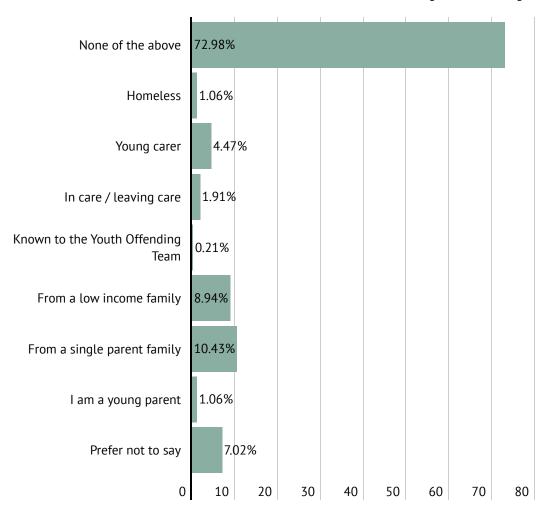




Population data

An in depth look at who answered our questions.

Graph showing percentage of survey respondents who consider themselves to belong to the following...





Fair and Equal Data?

HEALTH WARNING!

When we conduct research, the point is to draw conclusions about the population, rather than just our sample.

Weighting is used to adjust the results to bring them more in line with what is known about a population. Weighting has been used to correct for this discrepancy in some questions where it made a marked difference.

At times, we have weighted the data in this survey.

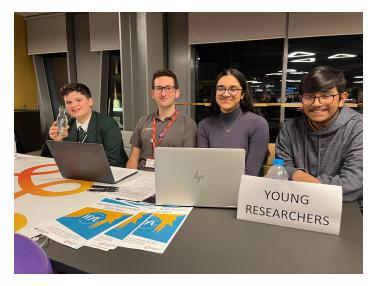
We have rounded up numbers to the nearest decimal report.

Where we have added extra narrative, this comes from survey comments from the open ended questions and discussions form the Young Researchers' own experiences.

We wanted our report to change with: regular updates; actions agreed; and pledges from decision makers after presentations and meetings.

Where those of you are reading this through your browser, you are guaranteed to read the latest version! Congrats!

If you have downloaded this report, click here for the latest one: https://infogram.com/1prd73z7qledvdcgjpnjr2nqevimeldj6qj?live





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