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([HFXWLYH 6XPPDU\

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7KLV VHUYLFH HYDOXDWLRQ ZDV FRPPLVVLRQHG E\ (DVW 6XV
7UXVW 3&7 7KH UHSRUW VHWV RXW WKH ILQGLQJV RI WKUH
WKUHH VHUYLFHV IRU \RXQJ SHRSOH LQ (DVW 6XVVH[1X
VFKRROV DQG FROOHJHV

SHRSOH LQ +DVWLQJV DQG 5RWKHU ZKR DUH QRW FXUUHQWO
GHOLYHU D EURDG UDQJH RI LQIRUPDWLRQ VXSSRUW DQG DG
WDUJHWLQJ WKRVH PRVW µDW ULVN¶ RI VRFLDO GLVDGYDQ
FDPSDLJQ DQG RXWUHDFK ZRUN WKURXJK VFKRROVRQ
UDQJH RI LVVXHV ZKLFK PLJKW DIIHFW \RXQJ SHRSOH H J
VH[LPSURYLQJ SK\VLFDO KHDOWK HWF ,Q DGGLWLRQ
FRQVXOWDWLRQV WR VXSSRUW \RXQJ SHRSOH EDFN LQWR
UHFHQWO\ 3XOVH ,QQRY KDYH XVHG µ)DFHERRN¶ WR SURPR
LQFOXGLQJ IRU WKRVH \RXQJ SHRSOH ZKR DUH D\ QRW ZLVK WR

<RXQJ 0HQ¶V +HDOWK :RUNHU 6HUYLFH <0+:6

7KH <RXQJ 0HQ¶V +HDOWK :RUNHU 6HUYLFH ZDV HVWDEOLVKH
6XVVH[&ULPH 5HGXFWLRQ ,QLWLDWLYH &5, <RXQJ 3HRSOH¶V
&RQQH[LRQV ZRUN DFURVV WKH FRXQW\ )XQGHG IRU WZR \
5RWKHU K3H&7+:WUROH GHYHORSHG GXH WR D UHDOLVDWLRQ E
DFWLRQ JURXS WKDW \RXQJ PHQ SDUWLFXODU\ WKRVH H[SH
ZLWK KHDOWK VHUYLFHV OHDGLQJ WR SRRU FKRLFHV DQG OF

GLQ XV%ˆ€0DFWP Dp•PDB@ pHQ GSW D ³DS FpðU H

7R GHVFULEH WKH LPSDFW RI

- 7KH QXUVH OHG VH[XDO KHDOWK SURYLVLRQ KDG RQ DQG VH[XDOO\ WUDQVPLWWHG LQIHFWLRQ 67,V LQ DFURVV (DVW 6XVVH[
- 7KH <RXQJ 0HQ¶V +HDOWK :RUNHU 6HUYLFH RQ LQF VHUYLFHV DPRQJVW WKH PRVW GLVDGYDQWDJHG RU
- 3XOVH ,QQRY RQ \RXQJ SHRSOH¶V KHDOWK EHKDYLR KHDOWK VHUYLFHV

7R GHVFULEH DQ\ DGGHG YDOXH RI WKH UHVHFWLYH DOUHDG\ RIIHUHG WR \RXQJ SHRSOH LQ (DVW 6XVVH[

2YHUYLHZ RI WKH UHSRUW

7KLV UHSRUW LV GLYLGHG LQWR ILYH FKDSWHUV

7KLV ILUVW SUHVHQWV DQ RYHUYLHZ RI WKH FRQWH[W ZLWKLQ ZKHUH FRQGXFWHG LQFOXGLQJ GHWDLOV RI WKH HYDOXDWLRQ

&KDSWHU WZR SUHVHQWV DQ RYHUYLHZ RI WKH PHWKRGRORJ\ IRU W GHWDLOV RI WKH GHVLJQ VDPSOLQJ VWUDWHJ\ TXDOLWDWLY DURXQG GDWD DQDO\VLV DQG HWKLFDO FRQVLGHUDWLRQV DQDO\VLV RI WKH VHFRQGDU\ PRQLWRULQJ GDWD

&KDSWHU 7KUHH SUHVHQWV WKH ILQGLQJV IURP WKH LQWHU KHDOWK SURYLVLRQ LQ VFKRROV DQG FROOHDp@WK € 0RHG &K@XQ@WHU 7KU

7DEOH6XPPDU\ RI HYDOXDWLRQ SDUWLFLSDQWV

6HUYLFH (YDOXDWHG	<RXQJ \UV6HUYLFH &	6WDHHOLYHU 6HUYLFH\ 1	7RWDOV
1XUVDHG 6H[XDO3U+RHYDLOWH 3XOVH ,QQRY <RXQJ 0HQ¶V R+UHDOWK7RWD1O			

)XUWKHU GHWDLOV RI SDUWLFLSDQWV DQG KRZ WKH\ ZHUH UH

,QGLYLGXDO LQWHUYLHZV ZLWK VWDII

$ WRWDO RI LQGLYLGXDO VHPL VWUXFWXUHG LQWHUYLHZV GXULQJ RXW EHWZHHQ 0DUFK DQG -XQH ZLWK VWDII LQY VH[XDO KHDOWK VHUYLFH IURP ILYH FROOHJH VLWHV Q \RXQJ PHQ¶V KHDOWK ZRUNHU QDSSUR[LPDWHO\ ODVWH

1XUVH OHG VH[XDO KHDOWK VHUYLFH

(LJKW LQ GHSWK LQGLYLGXDO LQWHUYLHZV ZHUH FRQGXFWHG [KHDOWK VHUYLFH GXULQJ 0DUFK 0D\ (DFK LQWHUYLHZ OD FRQGXFWHG LQ RQH RI WKH ILYH RI HLJKW VLWHV ZKHUH 3OXPSWRQ &ROOHJH /HZHV &ROOHJH 5LQJPHU &ROOHJH %H 3DUWLFLSDQWV UHSUHVHQWHG D YDULHW\ RI UROHV LQFOXG QXUVHV VWXGHQW DQG UHVLGHQWLDO VHUYLFHV &RQQH[LR DQ (YHU\ &KLOG 0DWWHUV PDQDJHU

$V WKH FRQWDFW QXUVH WR DLG LQ [KHDOWK VHUYLFH VWDII ZH LQ RUGHU QRW WR EUHDFK GDWD SURWHFWLRQ UHFUXLWPH

WKH SODQQHG FORVXUH DW WKH WLPH RI WKHLU LQWHUYLHZ
WKH\ ZHUH WDONLQJ DERXW VHUYLFHV WKH\ NQHZ ZHUH EHLQ

3XOVH ,QQRY VWDII DQG WKH <RXQJ 0HQ¶V +HDOWK :RUNHU

$ WRWDO RI SDUWLFLSDQWV LQGLYLGXDO LQWHUYLHZV ZHUH FRQGXFWHG
WKH 3XOVH ,QQRY VHUYLFHV GXULQJ 0D\ DQG -XQH DQG R
ZLWK WKH VROH <0+: ,Q WHUPV RI WKH IRUPHU WKUHH VW
KHDOWK SURPRWHUV ZRUNLQJ ZLWKLQ WKH 3XOVH ,QQRY VH
ZHUH WKH PDQDJHU IRU 3XOVH ,QQRY DQG WKH 3XOVH ,QQR

(DFK LQWHUYLHZ ZDV DXGLR UHFRUGHG DQG WUDQVFULEHG ZDV FRQGXFWHG
7DUJHWHG <RXWK 6XSSRUW +XE LQ +DQQDK 'RQJ WKH <3+ OHW QV
RIILFHV RI D FKDULW\ EDVHG LQ %ULJKWRQ $V 3XOVH ,QQR
ZHUH SXEOLFDOO\ DYDLODEOH SRWHQWLDO SDUWLFLSDQWV
ZKHWKHU WKH\ ZHUH LQWHUHVWHG WR SDUWLFLSDWH LQ WK
LQIRUPDWLRQ DERXW WKH HYDOXDWLRQ ZDV VHQW WR HDFK
SURYLGHG 3RWHQWLDO SDUWLFLSDQWV ZHUH DGYLVHG WKDW
LQIRUPDWLRQ DQG WR UHJLVWHU WKHLU LQWHUHVW LQ SDUW

6LPLODUO\ WR VWDII RI WKH QXUVH OHG SURYLVLRQ LQWHU
PHQ¶V KHDOWK ZRUNHU IRFXVHG SULPDULO\ RQ DUHDV VX
UHVSHFWLYH VHUYLFHV ZHUH SURYLGHG ORFDWHG DFWXDO
DQG LPSDFW EHQHILWV DQG LPSDFWV RI WKH VHUYLFH IRU \
RI WKH VHUYLFH FORVXUH

)RFXV JURXS GLVFXVVLRQV LQGLYLGXDO LQWHUYLH

$ WRWDO RI \RXQJ SHRSOH SDUWLFLSDWHG LQ LQGLYLGXDO LQ
IDFH WR IDFH DQG RU E\ WHOHSKRQH Q DFURVV WKH WK
0DUFK DQG -XQH

1XUVH OHG VH[XDO KHDOWK SURYLVLRQ

7ZR IRFXV JURXS GLVFXVVLRQV Q ILYH SHU JURXS ZLW
FRQGXFWHG ZLWK \RXQJ VHUYLFH XVHUV $OO SDUWLFLSDQW
\HDUV ROG *URXSV ODVWHG DSSUR[LPDWHO\ PLQXWH
DQG /HZHV &ROOHJHV GXULQJ WKH HDUOLHVW LQVWDQFH VWDII G

&RQVHTXHQWO\ IROORZLQJ FRQVXOWDWLRQ ZLWK WKH 3&7 DOUHDG\ JHQHUDWHG WKURXJK WKH SUHYLRXV WZR IRFXV JU JURXS DQ\ IXUWKHU

$V QRWHG SUHYLRXVO\ NQRZOHGJH DERXW WKH LPPLQHQW F KDYH LPSDFWHG RQ VHUYLFH XVHUV QDUUDWLYHV JLYHQ DOO IRFXV JURXSV ZHUH FRQGXFWHG ODWH 0DUFK ,W LV DO FRQWULEXWHG WR WKH GLIILFXOWLHV H[SHULHQFHG E\ WKH I WDNH SDUW

3XOVH ,QQRY

$ WRWDO RI WZR IRFXV JURXS GLVFXVVLRQV Q ILYH SHU FRQGXFWHG GXULQJ 0D\ DQG -XQH ZLWK \RXQJ SHRSOH Z VHUYLFHV $OO SDUWLFLSDQWV ZHUH :KLWH %ULWLVK DQG JURXSV ODVWHG DSSUR[LPDWHO\ PLQXWHV DQG ZHUH 6XSSRUW +XE LQ D VWLQJ XO LQWHUYLHZ ZDV FRQGXFWHG LPPHGLDWHO\ IROORZLQJ WKH ILUVW IRFXV JURXS 0D\ D

6WDII GHOLYHULQJ WKH 3XOVH ,QQRY VHUYLFHV SURYLGHG IO\HU SRVWHUV ,QWHUHVWHG SDUWLFLSDQWV ZHUH WKHQ DO IRU PRUH LQIRUPDWLRQ DERXW WKH HYDOXDWLRQ DQG WR UH LQWHUYLHZ E\ SKRQH RU IDFH WR IDFH

IROORZLQJ HWKLFDO DSSURYDO LQ HDUO\ 0DUFK GDWD
EHIRUH WKH HQG RI VWXG\ RQ <RXQJ PHQ ZHUH DZDUH RI
WLPH RI WKHLU SDUWLFLSDWLRQ LQ WKH HYDOXDWLRQ DJDL
LQIOXHQFHG DV WKH\ DWWHQGHG WKH\RXQJ EURWKHU NQHZ ZDV EHLQ
QXPEHU RI \RXQJ PHQ DJUHHG WR SDUWLFLSDWH LQ WKH WH
GLG QRW NHHS WKHLU DSSRLQWPHQWV GHVSLWH VHYHUDO
<0+: 2QFH WKH <0+: KDG IRUPDOO\ OHIW KLV SRVW IXUWKHU

'DWD DQDO\VLV

4XDOLWDWLYH GDWD DQDO\VLV

$OO SDUWLFLSDQWV \RXQJ SHRSOH DQG VHUYLFH VWDII D
GLVFXVVLRQV 'DWD IURP WKH LQWHUYLHZ DQG IRFXV JURXS
E\ DJHQFLHV H[WHUQDO WR WKH HYDOXDWLRQ WHDP $OO
HYDOXDWLRQ WHDP $QDO\VLV RI WKH TXDOLWDWLYH GDWD I
RI FRPPRQ WKHPHV DQG H[SODQDWLRQV GHULYHG IURP WKH
LQWHUYLHZ GDWD ZHUH LQVSHFWHG WKURXJK LWHUDWLYH O
EHHQ DFFXUDWH WUDQVIHU RI LQIRUPDWLRQ EHWZHHQ WKH G
D XVHIXO H[HUFLVH DV LW IDFLOLWDWHG IDPLOLDULW\ ZLWK
LQWHUSUHWDWLYH SURFHVV ,Q GRLQJ VR D SUHOLPLQDU\ F
WKHPHV DUH LGHQWLILHG ZLWKLQ DQG DFURVV WKH IRFX
'HYHORSPHQW RI WKH ILQDO WKHPDWLF FDWHJRULHV ZHU
HYDOXDWLRQ¶V NH\ TXHVWLRQV DQG DOVR JURXQGHG IURP
WKHPHV DQG FDWHJRULHV RI DQDO\VLV HPHUJH RXW RI WKH
7KH IROORZLQJ FRQYHQWLRQV ZHUH XVHG IRU WKH WUDQV
EDFNJURXQG LQIRUPDWLRQ RU DQ\ FRQWH[WXDO QRWH ³´ G
>«@ WH[W H[WUDFW IURP WKH VDPH LQWHUYLHZ RU H[WUDF

4XDQWLWDWLYH GDWD DQDO\VLV

%DVLF GHVFULSWLYH TXDQWLWDWLYH DQDO\VLV ZDV FRQGXF
HDFK RI WKH VHUYLFHV ,OOXVWUDWLYH FKDUWV DQG JUDSK
XQGHUVWDQGLQJ RI WKH DQDO\VHV

/LPLWDWLRQV RI WKH VHFRQGDU\ GDWD

$V VWDWHG LQ WKH LQWHULP UHSRUW RI WKLV HYDOXDWLRQ
OLPLWDWLRQV LQ WHUPV RI WKH TXDQWLWDWLYH GDWD SUR
HYDOXDWLRQ TXHVWLRQV)RU H[DPSOH LQFRPSOHWH RU ³7KH
GHVFULEH WKH LPSDFW RI WKH QXUVH OHG VH[XDO KHDO
SUHJQDQFLHV DQG VH[XDOO\ WUDQVPLWWHG LQIHFWLRQ 67
DFURVV (DVW 6XVVH[´ +RZHYHU LQ RUGHU WR DGGUHVV WK
GDWD ZRXOG QHHGHG WR KDYH EHHQ FROOHFWHG DW WKH V
FROOHFWHG DW WKH HQG RI WKH SURYLVLRQ :LWKRXW WKLV
LPSDFW RI WKH VHUYLFH RQ UHGXFLQJ XQLQWHQGHG SUHJQD
FRXQW\ ZLGH GDWD IURP WKHVH WZR WLPH SRLQWV ZRXOG
HLWKHU DV LW ZRXOG QRW EH SRVVLEOH WR WUDFH DQ\ SDU
FRPSOH[DQG DQ\ OLQN IRXQG LV OLNHO\ WR EH VSXULRXV
UHSRUWLQJ PHDVXUHV RI VHUYLFH XSWDNH DFURVV WKH VHU
QR DOORZDQFHV ZHUH PDGH IRU FRQWUROOLQJ RWKHU LQI
XSWDNH IRU H[DPSOH 'HVSLWH WKLV LW KDV VWLOO EHHQ S
WKDW LNHO\ LPSDFW RI WKLV VHUYLFH SURYLVLRQ RQ UHGXFL
\RXQJ SHRSOH DJHG DFURVV HDVW 6XVVH[7KLV KDV E

>'LIIHUHQW 1XUVH@ ³&RQVLVWHQF\ LV FUXFLDO >1XUVH
+RZHYHU GXH WR FLUFXPVWDQFHV LW¶V EHHQ LQFRQVLV
SHRSOH DUH WXUQLQJ XS QRW NQRZLQJ ZKR WKH\¶UH VH
SHRSOH UHWXUQLQJ RU SHRSOH FKRRVLQJ WR XVH WKH V

7KHPH)RXU 6HUYLFH EHQHILWV 2EMHFWLYHV

7KH EHQHILWV RI WKH GURS LQ VHUYLFH VWDUW WR LOOXVW
WKH VHUYLFHV SURYLGHG RQ 2EMHFWLYHV DWWHQWLRQ LV G
EHWZHHQ WKH FROOHJH GURS LQ VHUYLFHV DQG RWKHU IRUP

,PSRUWDQFH RI HDUO\ LQWHUYHQWLRQ

%RWK SURIHVVLRQDOV DQG QXUVHV UHSRUWHG WKDW WKH V
WHQGHG WR EH EHWWHU LQ WHUPV RI XSWDNH FRPSDUHG WR

³7KH EHVW SODFHV DKUHWFKRVLQV GR PRUH SLOO
DQ\ZKHUH HOVH , WKLQN LW¶V EHFDXVH ZH¶UH VWDUW
HVWDEOLVKHG WKHPVHOYHV DQ\ZKHUH HOVH ´ 1XUVH

6XFK HDUO\ LQWHUYHQWLRQ ZDV SHUFHLYHG DV DQ µDGGHG
RSSRUWXQLW\ WR UDLVH DZDUHQHVV RISLO@ ` @PHVV`@€ 0 IS

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³6RPHWLPHV ZLWK ER\V SDUWLFXODUO\ LI LW¶V WKH ULJ
VRPHWKLQJ MRNH\ DERXW SRUQ RU DQDO VH[,¶OO RIWH
WR WKHP DERXW FRQGRP XVH EXW DOVR DERXW QHJRWLD
WR KDYH DQDO VH[« WKDW¶V VWXII WKH\ GRQ¶W WDON W
ZRQ¶W KDYH WKRXJKW WRR PXFK DERXW ´ 1XUVH

0RUH DFFHVVLEOH DQG LPPHGLDWH VHUYLFHV

)RU FROOHJHV WKDW ZHUH JHRJUDSKLFDOO\ LVRODWHG KDY
ZDV SHUFHLYHG DV SDUWLFXODUO\ EHQHILFLDO JLYHQ WKH
DFFHVVLQJ RWKHU H[WHUQDO@ VHUYLFHV FRPSDUHG WR WK
+DPLOWRQ :LJPRUH DQG *LDPEURQH LQ SUHVV

³0RVW VWXGHQWV OLYH LQ >DW 3OXPSWRQ@ DQG WKHUH
KDYH VH[LW¶V D SHUIHFW EUHHGLQJ JURXQG IRU VRPH
VHUYLFHV DUH TXLWH IDU DZD\ VR WKHUH ZDVQ¶W DQ\ V
VR WKH FROOHJH WRRN LW >WKH VHUYLFH@ XS ZLOOLQJ

/LQNHG WR DFFHVVLELOLW\ WKH LPPHGLDF\ DQG VHUYLFH
HPHUJHG DV D UHODWHG EHQHILW RI WKH VHUYLFH 7KLV ZD
\RXQJHU SHRSOH DQG WKRVH LQ UXUDO DUHDV SDUWLFXOD
WR WKHP 7KLV UHLQIRUFHV WKH HDUO\ LQWHUYHQWLRQ EHQ

³7KH\ GRQ¶W KDYH WR WKLQN WRR IDU DKHDG WR JR LQ
ZDLW LW¶V QRW JRLQJ WR KDSSHQ :KHUHDV WKLV KHUH
KDSSHQLQJ DQG WKH\ FDQ JR WR LW ´ 3URIHVVLRQDO

7KHVH ILQGLQJV UHJDUGLQJ WKH LPSRUWDQFH RI VHUYLFH
OLWHUDWXUH DURXQG \RXQJ SHRSOH DQG VHUYLFH SUHY
DOLQ SUHVV $ $OWKRXJK DW WKH WLPH RI ZULWLQJ WK
FRQVLGHUDWLRQ VKRXOG VWLOO EH JLYHQ WR DOWHUQDWL
SDUWLFXODUO\ IRU WKRVH VHUYLFHV DQG FROOHJHV LQ PRU
VXSSRUW RQ OLQH FRQILGHQWLDO SKRQH VHUYLFH HWF +
D FOHDU µDGGHG YDOXH¶ RI WKH VHUYLFHV RYHU DOWHUQDW

&RQILGHQWLDOLW\

VXUYLFHVe F0€ L €0@OHJ PX @ G 00P0FJ ð €

$VLGH IURP FRQWUDFHSWLRQ SURIHVVLRQDOV DOVR UHFDOO
RI \RXQJ SHRSOH ZKLFK LV D OHDGLQJ IDFWRU LQ UHGXFLQJ
*XWPDQ DQG $NHUPDQ %\ UHFRJQLVLQJ WKH RSSRUWX
EHFRPLQJ SUHJQDQW FDQ EH FRQVLGHUHG DQ HTXDOO\ SRZH
PHWKRGV

³, KDG D \RXQJ JLUO ZKR WROG PH VKH ZDQWHG WR EH D QXUVH RQ ZKH FRQYHUVD
DURXQG µZKDW GR \RX ZDQW IRU \RXU IXWXUH" :KHUH GR
WKDW" 6R \HV WKH VHUYLFH LV HQFRPSDVVLQJ DOO RI WK

<RXQJ SHRSOH¶V H[SHULHQFHV RI XVLQJ WK
VHUYLFH LQ VFKRROV DQG FROOHJHV

7KLV VHFWLRQ RXWOLQHV ILQGLQJV IURP WZR IRFXV JURXS G
KDG DOO XVHG WKH GURS LQ VHUYLFH LQ WKHLU UHVSHFWLY
KFDFdX0 JURXS0 ZDV WR H[SORUH \RXQJ SHRSOH¶V RSLQLRQV D
IìÍp ÁtÐ 7& 0 ° €¶ VHUYLFH ÌÖ É m 0 7& 0R YLFH À

$V LQ WKH SUHYLRXV VHFWLRQ VHUYLFH ORFDWLRQ ZDV SHU
YLHZLQJ WKH SULYDF\ RI WKH ORFDWLRQ DV FULWLFDO %HO
VHUYLFHV PDGH LW OHVV REYLRXV ZKDW VSHFLILF VHUYLFH W

> ³7KHUH¶V TXLWH D IHZ WKLQJV GRZQ WKHUH VR \RX FRXO
> (0$ >(GXFDWLRQDO 0DLQWHQDQFH $OORZDQFH@ WKLQJ D
>)*

6XFK FRPPHQWV IURP \RXQJ SHRSOH DUH SDUWLFXODUO\ LQ
SURIHVVLRQDOV¶ SHUVSHFWLYH WKDW WKH µFRPPRQVWRRP
SRVLWLRQLQJ PD\ LQGHHG UDLVH VWXGHQWV¶ DZDUHQHVV
ORFDWLRQV KDG LPSOLFDWLRQV UHJDUGLQJ SUHIHUHQFHV
UHIOHFWHG WKH JUHDWHVW GLVFUHSDQF\ LQ YLHZV IURP WKH

> ³7KH IDFW WKDW LW¶V QHDU WKH FRPPRQ URRP WKH GRP
> ILQH WKDW SDUW LW¶V MXVW WKH JRLQJ WKHUH« ,W¶V O
> DQG LW¶V OLNH VR µZKDW 'D[DHQGRXKRLQJ\LQWKHVUHIS
>)*

7KLV FRQWUDGLFWLRQ LQ YLHZV EHWZHHQ \RXQJ SHRSOH DQ
LPSRUWDQW DV LW DUJXDEO\ KDV FRQVLGHUDEOH LPSOLFD
LPSDFW)RU H[DPSOH LQ UHODWLRQ WR HQJDJLQJ ZLWK \RX
QHFHVVDU\ WR FRQVXOW ZLWK \RXQJ SHRSOH H J WKURX
SDUWLFLSDWLRQ JLYHQ WKDW PDQ\ \RXQJ SHRSOH WHQG
LPSRVH D SDUWLFXODU FRQWHQW DQG RU VW\OH RI GHOLYHU
RI WKHLU FOLHQWV DW WKH RXWVHW DQG WKHQ UHJXODU
VHUYLFH¶ 0RUGDXQW ,Q RWKHU ZRUGV DGRSWLQJ \R
GHOLYHU\ DQG VHUYLFH GHYHORSPHQW WKDW WDNH LQWR
FDVH DFNQRZOHGJLQJ SULYDF\ FRQFHUQV UHJDUGLQJ VHU
GHILQLWLRQ RI µZKDW ZRUNV¶ DW WKH RXWVHW LV OLNHO\ W

7KHPH 7ZR 6HUYLFH EHQHILWV 2EMHFWLYHV

7KH EHQHILWV RI WKH GURS LQ VHUYLFH VWDUW WR LOOXVW
WKH VHUYLFHV SURYLGHG IRU \RXQJ SHRSOH 2EMHFWLYHV
GHVFULSWLRQV RI WKH VHUYLFHV 2EMHFWLYH

$QDO\VLV RI PRQLWRULQJ GDWD SURYLGHG

7KLV VHFWLRQ RXWOLQHV ILQGLQJV IURP VHFRQGDU\ PRQLW
HYDOXDWRUV 7KH GDWD DUH ODUJHO\ TXDQWLWDWLYH DQG
QXUVH OHG VHUYLFH VRPH LQGLFDWLRQ RI WKHLU GHPRJUD
ZKDW VSHFLILF VHUYLFHV WKH\ ZHUH RIIHUHG ,Q GRLQJ VR
UHODWLRQ WR WKH QXUVH OHG SURYLGHU DQG WKH GDWD
DYDLODEOH LW KDV QRW EHHQ SRVVLEOH WR DGGUHVV 2EMHF

,W LV DOVR LPSRUWDQW WR QRWH WKDW WKH TXDOLW\ RI
FRQVLGHUDEO\ ZLWKRXW D XQLIRUP VHW RI PRQLWRULQJ
DSSHDUHG WR EH EHFDXVH LW ZDV OHIW WR WKH SDUWLFXOD
GHFLGH ZKDW GDWD WR FROOHFW 0RUHRYHU LW LV DOVR L
IURP %H[KLOO DQG +DVWLQJV &ROOHJHV ZKHUHDV PRVW GD
DQG 3OXPSWRQ FROOHJHV

)RU WKRVH FROOHJHV WKDW GLG SURYLGH GDWD VRPH EXW
7HUP WR -DQXDU\ PHDQLQJ WKDW LW LV SRVVLEOH WR
SURYLVLRQ WKURXJK D UHDVRQDEOH OHQJWK RI WLPH *LYHQ
ZHUH UHODWLYHO\ QHZ LW FRXOG EH DUJXHG WKDW WKLV
UHSUHVHQWDWLYH RI WKHLU XVH VLQFH VHW XS

+RZHYHU VXFK YDULDELOLW\ LQ TXDOLW\ DQG DYDLODELOLW
DUH SUHVHQWHG LQ WKLV VHFWLRQ FRPSDUHG WR HTXLYDOH
ZDV QRW SRVVLEOH WR FRPELQH GDWD IURP DOO HLJKW FRO
WKHLU HV WHU€0

)LJXUH 6HVVLRQV FRQVXOWDWLRQV DQG DYHUDJH FRQVXOWDWLRQV SHU VHVVLRQ
7HUP

'HPRJUDSKLF SURILOH RI XVHUV

)RU DOO WKUHH VHUYLFHV D KLJKHU SURSRUWLRQ RI \RXQJ
ZDV PRVW QRWDEOH LQ WKH /HZHV VHUYLFH DQG OHDVW QR
EURDGHU HYLGHQFH EDVH ZKLFK GHPRQVWUDWHV WKDW ZRPH
KHDOWK VHUYLFHV WKDQ PHQ H J *RPHV 1DVFLPHQWR DQG

)LJXUH 0DOH DQG IHPDOH DWWHQGHUV DW /HZHV 3OXPSWRQ DQG 5LQJPHU 6SULQ

7KH VHUYLFHV DOVR D W /€`°p D W /€`°0VðDB@@ @ðBUWXPSWR

)LJXUH $JH SURILOH IRU /HZHV 6XPPHU 7HUP

)LJXUH $JH SURILOH IRU 3OXPSWRQ 6XPPHU 7HUP

)LJXUH $JH SURILOH IRU 5LQJPHU 6XPPHU 7HUP

6HUYLFH SURYLVLRQ

6RPH RI WKH WHUPV XVHG LQ WKH VHUYLFH SURYLVLRQ PRQL
WZR UHSRUWLQJ GDWHV ZLWKLQ WKH VDPH FROOHJHV)
µ&KODP\GLD WUHDWPHQWV¶ DQG µ&KODP\GLD UHVXOWV¶ DQ
µDGYLFH UHIHUUDOV¶ DFURVV WKH WZR WLPH SRLQWV 1RQH
VHUYLFHV SURYLGHG WKURXJK WKH GURS LQ FOLQLFV

7DEOH ± 6HUYLFHV QXPEHU SURYLGHG E\ /HZHV 3OXPSWRQ DQG 5LQJPHU 6SULQJ

7KLV WDEOH UHIOHFWV WKH ILQGLQJV LQ WKH HDUOLHU VHF
PDLQ UHDVRQ SHRSOH DWWHQGHG RU ZDV WKH VHUYLFH
(QFRXUDJLQJO\ IURP D SUHYHQWLRQ SHUVSHFWLYH &KOD
SUHJQDQF\ WHVWLQJ DQG HPHUJHQF\ FRQWUDFHSWLRQ D
SUHJQDQF\ WHVWLQJ DQG HPHUJHQF\ FRQWUDFHSWLRQ D
$pLW $pLd $pHGLpKHVW 0 LRDW $pPHF\ $p!0 œ $pWKHFH "S LW Hd $pLJ

pLHGLFDpd#EHLPE0
RQ À@HUHLVHLPBQP(V7SHpHQBS À $p`\L ÀHd "`ZHUH !00

HP TÀIR1• € ÀRL HLRLpP À@J@AUW€HU H DVLVI@DUà H& ð#• ð@ `HJPH

)LJXUH *HQGHU SURILOH RI \RXQJ SHRSOH XVLQJ WKH VH[XDO KHDOWK VHUYLFH

$FURVV WKH WKUHH PHDVXUHV GHQ JURXS ZDV DJHG WR \HDUV
ZHUH RI WKLV DJH 7KHUH ZHUH VRPH YDULDWLRQV ZLWK
RQO\ VHUYLFH UHDFKLQJ WKRVH DJHG WR \HDUV JLYHQ
WKHVH WKUHH VLWHV WKH QXPEHUV DWWHQGLQJ DJHG WR
RYHU
&!

)LJXUH 1XPEHU RI H[LVWLQJ & &DUG KROGHUV SHU VH[XDO KHDOWK VHUYLFH SHU

2I LQWHUHVW)LJXUH VKRZV WKH GHYHORSPHQW RI WKLV
QXPEHUQHZI

&+$37(5)285 3XOVH ,QQRY

,QWURGXFWLRQ

7KLV FKDSWHU SUHVHQWV ILQGLQJV IURP WKH HYDOXDWLRQ
DUH EDVHG RQ WRDLYHLQGHSWK LQWHUYLHZV ZLWK VWDII G
IRFXV JURXS GLVFXVVLRQV ZLWK \RXQJ VHUYLFH XVHUV Q
PRQLWRULQJ GDWD SURYLGHG E\ WKH 3&7 WR WKH HYDOXDWR

3HUVSHFWLYHV RI 3XOVH ,QQRY VWDII

7KH DLPV RI WKH LQWHUYLHZV ZLWK 3XOVH ,QQRY VWDII ZHU
RI WKH LPSDFW RI WKH VHUYLFHV RQ \RXQJ SHRSOH 2EMHF
VHUYLFHV ZHUH H[SORUHG 2EMHFWLYH DV ZHOO DV DQ\ DG
VHUYLFHV DOUHDG\ RIIHUHG WR \RXQJ SHRSOH LQ (DVW 6XV
HQDEOHG VRPH LQVLJKW LQWR WKH H[WHUQDO VHUYLFHV W
2EMHFWLYH DOWKRXJK ODFN RI DYDLODEOH IROORZ XS G
GUDZQ DV WR ZKHWKHU WKHVH VHUYLFHV ZHUH WKHQ XVHG
VWUXFWXUHG LQWR WKH IROORZLQJ ILYH WKHPHV

- 6HUYLFH FRQWH[W
- 6HUYLFHV SURYLGHG
-)DFWRUV DIIHFWLQJ XSWDNH DQG H[WHQW RI SRWHQWLDO
- 6HUYLFH EHQHILWV
- 6HUYLFH LPSDFWV RQ \RXQJ SHRSOH

7KHPH 2QH 6HUYLFH FRQWH[W 2EMHFWLYH

3XOVH ,QQRY GHOLYHUV D EURDG UDQJH RI KHDOWK DSURPR
SDUWQHUVKLS PRGHO RI ZRUNLQJ WR GHOLYHU SURJUDPV W
ZRUNVKRSV RQ D YDULHW\ RI LVVXHV RIVUZHOOHY DQVFHUWRU\RL
VLJQSRVWLQJ \RXQJ SHRSOH WR H[WHUQDO ,QQRYDWHGUYLFH
DGRSW SULPDULO\ D \RXQJ SHUVRQ OHG RXWUHDFK PRGHO R
E\ \RXQJ SHRSOH H J VFKRROV \RXWK FOXEV LQ WKH WRZ
QHWZRUNLQJ PHGLD L H)DFHERRN KDV DGGLWLRQDOO\ EH
H[LVWLQJ YROXQWHHUV LQWHUYLHZV ZKHQ DVNHG WR UHIOHFW
UROHV ZLWK UHVSHFW WR ,QQRY VWDII ZHUH FOHDU LQ WKD
RI D KHDOWK SURPRWHU SURPRWLQJ KHDOWK\ OLIHVW\OHV W

> 7KH LGHD EHKLQG LW ZDV WKDW WKH\ >&RPPLVVLRQHUV
> SHRSOH WR SURPRWH KHDOWK\ OLIHVW\OHV WR \RXQJ SH
> FDPSDLJQV DQG LGHDV WR SURPRWH KHDOWK WR \RXQJ S
> 6

,Q WHUPV RI WKH VHUYLFH XVHUV ,QQRY KDV EHHQ PRVWO\
\HDUV ROG +RZHYHU ZLWK UHFHQW JURZWK LQ LQWHUHVW
ZRUNVKRSV GHOLYHUHG E\ WKH 3XOVH ,QQRY WHDP H J IUI
KDYH DOVR EHFRPH D NH\ WDUJHW JURXS IRU 3XOVH ,QQRY ¶V

> 7KH \HDU ROGV WKH\¶UH D ORW PRUH ZKR ZH¶UH FRP
> RI KDYLQJ WR FXW WKHP RII VD\LQJ µ\RX¶OO KDYH WR ZI
> GRZQ WKDW URXWH ´ 6

,Q GHOLYHULQJ DJH DSSURSULDWH FDPSDLJQV 3XOVH ,QQ
RXWUHDFK DSSURDFK E\ WDNLQJ WKH VHUYLFH WR ZKHUH \R
\RXQJ SHRSOH WR DWWHQG WKH VHUYLFH KDG KHOSHG WR HQ
LQ WKH ROGHU DJH EUDFNHW WRR

> ³:H ZDQWHG WR KLW WKH KLJKHU DJH EUDFNHW RI RXU \R
> D SXE TXL] LQ D ORFDO SXE WKDW¶V SRSXODU ZLWK \RXQ
> WKH \RXQJ SHRSOH ZHUH LQVWHDG RI DVNLQJ WKHP WR F

2QH RI WKH NH\ WDUJHW JURXSV IRU ,QQRY VHUYLFHV ZDV
SHRSOH RU WKRVH PRVW µDW ULVN¶ RI GLVDGYDQWDJH +RZ
WKH VHUYLFH KDV EHHQ PDGH DYDLODEOH WR \RXQJ SHRSOH
WKDW PD\ EHQHILW IURP WKH NLQG RI VHUYLFHV RIIHUHG E\
PLJKW QRW EH VHHQ DV EH7LQJ GLVFXVVLRQ WDUJHWHG¶HWLQJ PRU
ZLWKLQ SDUWLFXODU FRQWH[WV ZDV UDLVHG E\ VWDII LQ
GHOLYHULQJ ZRUNVKRSV WR VFKRROV)RU LQVWDQFH VWDI
WDUJHW PRUH YXOQHUDEOH \RXQJ SHRSOH WKLV PD\ EH
VWLJPDWLVLQJ WKRVH LQGLYLGXDOV

> ³&H H¼ÀH¶V D UHOXFWDQFH WR VWLJPDWLVH FKLOGUHQ ,I
> UHFRJQLVH WKHLU FROOHDJXHV WKDW DUH LQ WKHLU UH
> UHDO TXLFN WKDW WKH\¶YH EHHQ VLQJOHG RXW DQG WKD
> FRQVFLRXV RI DYRLGLQJ ´ 6

&RQVHTXHQWO\ VRPH VWDII IHOW WKDW WKH UHPLW RI WKH
\RXQJ SHRSOH ZKHWKHU WKH\ DUH SHUFHLYHG DV EHLQJ µYXO

> ³
> ³ &Ð 0

0RVW RI WKH 3XOVH ,QQRY VWDII IHOW WKDW WKH UHVW RI WKH FLW
RQ \RXQJ SHRSOH¶V DWWLWXGHV DQG EHKDYLRXUV

> ³« WKHUH DUH ORWV RI SRVLWLYH VWRULHV RI \RXQJ SHR
> WXUQDURXQGV IURP UHDOO\ EHLQJ LQ WURXEOH« WKRVH
> QR DPELWLRQ WKHPVHOYHV RQ D GRZQZDUG VSLUDO RI NL
> DEXVLQJ GUXJV VHOI±KDUPLQJ SURFUDVWLQDWLRQ 3XQLVKL
> KDYH HQDEOHG WKHP WR WXUQ WKHLU OLYHV DURXQG ´

6LPLODUO\ LQ UHODWLRQ WR WKH ZRUNVKRSV IRFXVLQJ RQ D
SHRSOH ZHUH RIWHQ VXUSULVHG WR OHDUQ DERXW WKH FDO
LQ VRPH FDVHV VHH WKHLU OLYHV 6KLIW LQ OHG WR \RXQJ SHRSOH FKD
EHKDYLRXUV

> ³:LWK GULQNLQJ WKH FDORULH LQWDNH ± WKDW¶V D ELJ
> 7KHUH¶V D ORW RI VKRFNHG IDFHV ZKHQ WKH\ UHDOLVH K
> 6

,QWHUYHQWLRQV GHVLJQHG WR LQFUHDVH \RXQJ SHRSOH¶V
HDWLZHUH DOVR UHSRUWHG E\ VWDII WR KDYH LPSDFWHG RQ

> ³:H GLG ER[LQJ OHVVRQV DQG ZH GLG D WKLQJ FDOOHG -
> DQG WDNH WKHP MRJJLQJ DQG WKH EUHDNIDVW FOXE RII
> DQG WKLQJV OLNH WKDW« JHWWLQJ \RXQJ SHRSOH DFWLY

,QQRY VHUYLFHV ZHUH DOVR WKRXJKW WR LPSDFW RQ \RXQ
OHYHOV RI FRQILGHQFH DQG UDLVLQJ VHOI HVWHHP ZKLFK
DPELWLRQV DQG IXWXUH DVSLUDWLRQV RI \RXQJ SHRSOH LQ
DQG RU IXUWKHU HGXFDWLRQ

> ³:HOO , WKLQN MXVW FRQILGHQFH« LQ WKH VHQVH WKDW
> DFFHVVHG D PV D 5™a&5• VF ð0 UOH Q4 UPG c”° ÀQN 0À LQFVHF

7KH DSSURDFKDELOLW\ RI VWDII ZDV DOVR UHSRUWHG E\ \RX
UHIHUUDOV DQG VLJQSRVWLQJ DV WKH\ ZHUH FRQILGHQW WK
WKHQ WKH VWDII ZRXOG VWLOO EH DEOH WR UHIHU RU VLJQS

³3 , ZHQW WR µHP ODVW ZHHN µFRV , WKRXJKW , KDG D &
ZKHUH WR JR VR LW ZDV UHDOO\ KHOSIXO
3 , UHPHPEHU D ZKLOH DJR ZKHQ RQH RI WKH 3XOVH ,QQ
OLNH $FWLYH IRU &KDQJH)* <3
, 'LG \RX XVH WKDW" 'LG \RX JR"
3 <HDK ´)* <3

³3 ,W ZDV MXVW OLNH ILQGLQJ RXW DERXW LW DQG IHHO
WROG \RX WR JR WR 68
, :KDW \RX PLJKW QRW KDYH IRXQG LW RQ \RXU RZQ \RX
3 <HDK 68
, 2U \RX PLJKW QRW KDYH KDG WKH FRQILGHQFH WR JR
3 <HDK ´ 68

µ*\P DQG 6ZLP¶ DQG µ.QRZ :KHUH 7R *R¶ &DUGV

)RU VRPH \RXQJ SHRSOH LQFUHDVHG NQRZOHGJHDQGGUXQGHU
PLVXVH YLD 3XOVH ,QQRY KDG UHSRUWHGO\ OHG WR GLUHI
WHUPV RI UHGXFLQJ DOFRKRO FRQVXPSWLRQ DQG VWRSSLQJ

³,¶YH FXW GRZQ RQ GULQNLQJ ´)* <3

³$ FRXSOH RI P\ IULHQGV KDYH FXW GRZQ WKHLU GULQNL
KRZ PDQ\ FDORULHV LW LV ´ 68

³3 7KH\ YH >,QQRY @ FKDQJHG P\ EHKDYLRXU RI GUXJV
EHIRUH DQG QRZ HYHU V`°V
000 = 00Ð0

GLVWUHVV LI WKH VHUYLFH ZHUH WR FORVH 7KLV ILQDO H[W
SHRSOH SODFH RQ WKH 3XOVH ,QQRY VHUYLFH

³3 ,¶G PLVV WDONLQJ WR µWKHP)* <3
3 <HDK ± EXW LI WKH\ HYHU DFWXDOO\ VKXW GRZQ)*
3 <RX¶G FU\ )* <3
3 , ZRXOG DFWXDOO\ $QG WKH\ NQRZ ± WKH\ NQRZ ZKR
3 1R±RQH NQRZV XV UHDOO\ WKDW ZHOO ± EXW ZKHQ ZH F
NQRZ XV)* <3
3 DQG WKH\¶UH MXVW OLNH LI \RX¶YH JRW QR±RQH WI

$QDO\VLV RI PRQLWRULQJ GDWD SURYLGHG

7KLV VHFWLRQ RXWOLQHV WKH ILQGLQJV IURP DQDO\VHV RI W
WKH 3&7 WR WKH HYDOXDWRUV 7KH GDWD LV SDUW TXDQWL
FRPSRQHQWV RI GDWD SURYLGH DQ LQGLFDWLRQ RI KRZ PD
GHPRJUDSKLF SURILOH DQG QXPEHUV RI QHZ H[LVWLQJ \RXQ
FRPSRQHQWV RI WKH GDWD SURYLGH VRPH LQIRUPDWLRQ D
RIIHUHG GXULQJ HDFK RI WKH UHSRUWLQJ SHULRGV LQFOX
DFWLRQV WR HQJDJH ZLWK KDUG WR UHDFK JURXSV &RPELQ
HYDOXDWLRQ 2EMHFWLYHV DQG

'HULYDWLRQ RI 6HUYLFH OHG 7DUJHWV DQG 5HODWHG 6WUDW

7KH LQHS pU0 WL``0 UD‡D
ÐpRYLGH U G€°0

- µ3XOVH WR GHYHORS D 3XOVH <RXWK PHQWRUV SURJUDP RSSRUWXQLW\ WR EH VXSSRUWHG E\ WUDLQHG \RXQJ SH $JDLQ WKHUH ZDV D WDUJHW WR PHHW RI \RXQJ SHRS EHLQJ D SXOVH \RXWK PHQWRUV SURJUDPPH GHYHORSHG VHUYLFHV ¶

  *LYHQ H[SODQDWLRQ 7KH \RXWK PHQWRUV SURJUDPPH ILJXUHV FRXOG QRW WKHUHIRUH EH LQFRUSRUDWHG LQW

$QRWKHU DFWLYLW\ UHSRUWHG DV QRW EHLQJ FDUULHG RXW

- µ0RQLWRU DQG HYDOXDWH H[LVWLQJ 6/$ ZLWK +9$ WR <3: SURPRWLQJ VHUYLFHV DQG GHYHORSLQJ LQWHUY +DVWLQJV DQG 5RWKHU \RXQJ SHRSOH SHU TXDUWHU IRU DFFHVVLQJ FDPSDLJQV ZKLFK WKH <3: DQG 3XOVH ,Q LPSOHPHQW ¶

  *LYHQ H[SODQDWLRQ 7KH <3: UHVLJQHG IURP KLV SRVW 1HYHUWKHOHVV WKH 3XOVH ,QQRY WHDP FRQWLQXHG ZLWKRXW KLV VXSSRUW VHH W\SHV DQG QXPEHU RI VHUY

2QH IXUWKHU SRLQW WR QRWH LV WKDW 3XOVH ,QQRY VWDI WDUJHWV VHW RXW LQ WKH 6/$ IRU UHDFKLQJ FHUWDLQ QXPE SHRSOH 7KLV LV VRPHZKDW VXUSULVLQJ JLYHQ WKDW ,QQRY RI \RXQJ SHRSOH DFFHVVLQJ WKH VHUYLFH DQG WR WKHQ IH ZRXOG EH EHQHILFLDO IRU WKH 6/$ DQG DQ\ FKDQJHV WR E WR WKH VWDII GHOLYHULQJ VHUYLFHV WR DOORZ WKHP W HIIHFWLYHO\

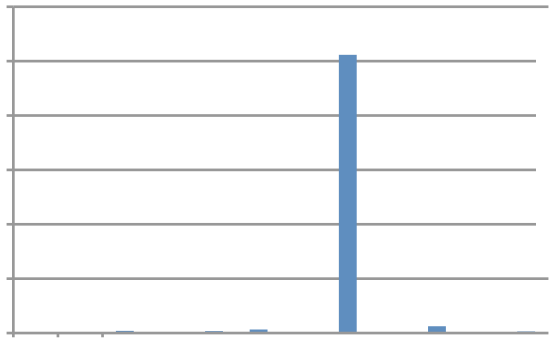
'HVFULEH WKH QXPEHU DQG FKDUDFWHULVWLFV RI ,QQRY VHUY2LEHVWFWLYH

7KH WRWDO QXPEHU RI \RXQJ SHRSOH ZKR HQJDJHG ZLWK 3X ZDV IHPDOHPDOHZLWK D PHDQ RI \RXQJ SHRSOH D ,QQRY VHUYLFHV SHU TXDUWHU 7KLV FOHDUO\ H[FHHGV WKH SHRSOH D TXDUWHU VKRXOG DFFHVV 3XOVH ,QQRY LQWHU FDPSDLJQV SHU \HDU WDUJHWLQJ \RXQJ SHRSOH DW PRVW D \RXQJ SHRSOH DFFHVVHG 3XOVH ,QQRY VHUYLFHV LQ 7KH UHGXFWLRQ LQ QXPEHUV LQ SDUWLFXODU LQ TX GXH WR WKH ORVV RI RQH PHPEHU RI VWDII FXUUHQWO\ RQ 'HFHPEHU ZKLFK PHDQW RQH RI WKH NH\ FDPSDLJQV FRX DOVR DV D UHVXOW RI GHFRPPLVVLRQLQJ WKH µUHIHUUDO¶ ,QQRY ¶V ZRUN LQFOXGLQJ WKH \RXQ PHQ¶V KHDOWK ZRUNH VXEVWDQFH PLVXVH ZRUNHU +LJKHVW QXPEHUV ZHUH DFKL µIUHVKHU¶V IDLUV¶ DV GHPRQVWUDWHG LQ TXDUWHU WZR ,QQRY ¶V VWDOO IRU LQIRUPDWLRQ RQ VDIHU VH[DQG DOFRK

2I WKH DFFHVVLQJ 3XOVH ,QQRY ¶V VHUYLFHV ZHUH Q SDUWLFLSDQWV DQG ZHUH UHFRUGHG DV XVLQJ RWKHU 3 3XOVH ,QQRY KDYH EHHQ VXFFHVVIXO LQ UHDFKLQJ ODUJH +DVWLQJV DQG WKH VXUURXQGLQJ DUHD 1R GDWD KRZHYHU 3XOVH VHUYLFHV ZHUH DFFHVVHG DQG LQ DGGLWLRQ QR GDV UHJDUGLQJ QXPEHUV RI QHZ DQG UHSHDW SDUWLFLSDQWV QI

With reference to Figure 18 (below), the majority of young people accessing Innov8's services were from White British backgrounds (n=5116 or 94%). Just 2% (n=125) preferred not to disclose their ethnicity. The remaining 6% of young people (n=201) were reported as being from a variety of other ethnic backgrounds. The proportion of people from an ethnic group is 5.9% in Hastings and 4.7% in Rother (Race for Health, 2011). Although this figure is lower than the national (13%) and regional (8.7%) averages, there are some areas within these local authorities that the figure is higher, with the BME communities concentrated in some of the most deprived wards. Hastings and Rother Health Profile data suggest that in Hastings there are more people from BME communities in routine and manual employment. People in these types of occupations are likely to be in poorer health and are more likely to smoke than those in professional occupations. Efforts therefore need to be made to ensure that young people from BME communities, who may go on to work in these sectors of work, have equal opportunity of access to health services and concentrated efforts should be made to ensure differing needs around health status of these groups are met. Hastings and Rother PCT already work in tackling inequalities in relation to health outcomes within the BME community, for example through partnership working with organisations such as Hastings Voluntary Action, LINKS (a service for asylum seekers refugees and newly arrived communities from Europe) and Hastings Intercultural Organisation. Pulse Innov8 have an opportunity to increase their work with BME communities and to help to improve health outcomes within a population group which so far, have not routinely accessed Innov8's services.

Figure 18. Ethnic background profile for young people using the Pulse Innov8 service (2009-2011)



In terms of employment status, 67.5% of young people accessing Pulse Innov8's services were in education. This perhaps undermine with meeting the needs of one of Pulse Innov8's main target groups i.e. those who are N.E.E.T. However, this high figure can be explained by the campaign which took place at Hastings College fresher's fair, which attracted large numbers of young people and which subsequently represent the high proportion of overall numbers. The second largest category was unemployed young people (n=986 or 18%), with over 10% (n=570) of data missing for this category, and the remaining 4% of young people being in employment of some kind (Figure 19).

&+$37(5),9(<RXQJ 0HQ¶V +HDOWK :RUN

,QWURGXFWLRQ

7KLV FKDSWHU SUHVHQWV WKH ILQGLQJV IURP WKH HYDOXD
6HUYLFH <07+:6 ILQGLQJV DUH EDVHG RQ GDWD FROOHFWHG
WKH <RXQJ 0HQ¶V +HDOWK :RUNHU <0+: Q D IRFXV JUR
ZKR KDG DOO XVHG WKH VHUYLFH Q DQG LQGLYLGXDO LQ
DQG VHFRQGDU\ DQDO\VLV RI PRQLWRULQJ GDWD SURYLGH

3HUVSHFWLYHV IURP WKH <RXQJ 0HQ¶V +HDO

7KH DLP RI WKH LQWHUYLHZ ZLWK WKH <0+: ZDV WR H[SORUH
:RUNHU 6HUYLFH <0+:6 RQ YXOQHUDEOH DQG GLVDGYDQWD
2EMHFWLYH ,Q DVVHVVLQJ LPSDFW W\SHV DQG QXPEHU R
2EMHFWLYH DV ZHOO DV WKH SRWHQWLDO DGGHG YDOXH
DOUHDG\ RIIHUHG WR \RXQJ SHRSOH LQ (DVW 6XVVH[2EMHF
WKH ILYH IROORZLQJ WKHPHV

6HUYLFH FRQWH[W
6HUYLFHVGSURYLGH
)DFWRUV DIIHFWLQJ XSWDNH DQG H[WHQW RI SRWHQWLDO
6HUYLFH EHQHILWV
6HUYLFH LPSDFWV RQ \RXQJ PHQ

7KHPH 2QH ± 6HUYLFH FRQWH[W 2EMHFWLYH

7KH RYHUDUFKLQJ DLP RI WKH <0:+ VHUYLFH ZDV WR LPSURYH
GLVDGYDQWDJHG \RXQJ PHQ ,Q WKH <0+:¶V QDUUDWLYH
LQWHQGHG WR DSSO\ LQ LWV EURDGHVW VHQVH IRU H[DPSO
EH H[SHULHQFLQJ GLIILFXOWLHV DW KRPH DW VFKRRO RU FR

³'LVDGYDQWDJHG FRXOG PHDQ« SRYHUW\ VHOI HVWHHP
PD\ EH DW KRPH RU DW VFKRRO RU DW FROOHJH RU LQ D
XQ HPSOR\HG LI WKHUH¶V KHDOWK LVVXHV LI WKHUH¶V
SDUHQW RU LI WKH\¶UH IURP D %0(EDFNJURXQG DQG VR
H[SHULHQFLQJ GLVDGYDQWDJH HYHQ WKRVH ZKRVH SHUV
WKHP DV EHLQJ WUDGLWLRQDOO\ GLVDGYDQWDJHG ´

$OWKRXJK WKH VHUYLFH ZDV VHW XS RULJLQDOO\ IRU \RXQJ
UHS½ÃP

VPRNLQJ FHVVDWLRQ VH[XDO KHDOWK DQG $FWLRQ IRU &KD
DQG VXSSRUW WR SHRSOH ZKR DUH EHLQJ DIIHFWHG E\ WKH
DOFRKRO :RUNLQJ LQ VXFK D ZD\ PHDQW \RXQJ SHRSOH FRX
µVHDPOHVV¶ VHUYLFH SDWKZD\

> ³, KDYH FORVH FRQWDFW ZLWK WKH 3XOVH ,QQRY WHDP
> FHVVDWLRQ HWF ± VR LI WKHUH¶V DQ HYHQW ZH DOO
> ZD\ $ >3XOVH ,QQYR ZRUNHU@ ZRUNHG ZLWK D \RXQJ P
> HQG RI KLV SURJUDPPH ZLWK KHU VR VKH VDLG WKDW KH
> KLV VHOI HVWHHP KH¶V EHHQ PLVXVLQJ VXEVWDQFHV V
> ZDV WKHQ DEOH WR UHIHU KLP WR WKH RSWLFLDQV GRZQ
> WDON DERXW DQJHU PDQDJHPHQW VR LW ZDV D UHDO HI
> RWKHU VHUYLFHV ´

7KHPH 7ZR 6HUYLFHV SURYLGHG 2EMHFWLYH

7KH SURYLVLRQ RI VHUYLFHV WR \RXQJ PHQ ZDV UHSRUWHG W
QHHGV HG SHUVRQ FHQWUHG DQG RQH WKDW GUHZ RQ SULQF
IUDPHZRUNV 0ÀP

,Q WHUPV RI WKH DFWXDO VHUYLFHV SURYLGHG DQG RU WH
<0+: UHSRUWHG WKDW WKHVH ZHUH ZLGH UDQJLQJ OHG E\ W
WKH TXDOLWDWLYH GDWD IURP WKH LQWHUYLHZ ZLWK WKH Z
6HFWLRQ VHH DOVR 7DEOH DV ZHOO DV DGGLWLRQDO
PRQLWRULQJ UHSRUWV VHUYLFHV SURYLGHG WR \RXQJ PHQ Z
OLPLWHG WR SURYLVLRQ RI D VHULHV RI VXSSRUW FDUGV
DQG IDFLOLWLHV QDPHO\ J\P DQG VZLP NQRZ ZKHUH WR JR
VHVVLRQV GHOLYHUHG MRLQWO\ ZLWK RWKHU 3XOVH VHUYLFH
VXSSRUW IRU H[DPSOH XWLOLVLQJ DQJHU PDQDJHPHQW
VWUXFWXUHG SODQQLQJ H[HUFLVHV FRDFKLQJ UHVLOLHQFH
VROXWLRQ IRFXVHG WKHUDS\ UHIHUUDOV WR RWKHU VHU
)UHVKHU¶V)DLU +DVWLQJV &ROOHJH 0HQ &KULVWPDV &DPS

$ UHODWHG DFWLYLW\ LQFOXGHG XVLQJ PDUNHWLQJ PDWHU
VSDFHV LQ FROODERUDWLRQ ZLWK 3XOVH ,QQRY WR UDLVH
\RXQJ SHRSOH

> ³, ,Q \RXU ILOH ><0+: ILOH RI DFWLYLWLHV FRPSOHWHG@
> WKRVH XS ZKHUH \RX FDQ RU DUH WKH\ JLYHQ RXW YLD S
> 3 3DUWQHUV GRFWRU¶V VXUJHULHV DQ\ZKHUH WKDW \R
> ZKHUH \RXQJ SHRSOH JR KHDOWK VHUYLFHV DURXQG WR
> SRVWHU WKDW ZH SXW LQ D VKRS ZLQGRZ LQ WKH WRZQ
> DFFHVV VHUYLFHV ZRXOG VHH LW ZKHQ WKH\ ZHQW SDVW
> GDQFHUV ZKR ZRXOG GR IODVK PREV LQ WKH WRZQ FHQ
> OHDIOHWV DV ZHOO VR WKH\¶G DWWUDFW \RXQJ SHRSOH
> WKHQ JLYH WKHP WKH OHDIOHW ´

,Q DGGLWLRQ WR WKH <0+: LQWHUYLHZ DQDO\VLV RI WKH TX
DOVR FRQILUPV D YDULHW\ RI PDUNHWLQJ DQG SURPRWLRQ D
WKH VHUYLFH ZDV RSHUDWLRQDO)RU H[DPSOH WKH *0 WD
µWKH ZRUNHU ZLOO SURYLGH UHJXODU SUHVHQWDWLRQV DQ
ZLWK WKLV >\RXQJ PHQ@ FOLHQW JURXS WR UDLVH DZDUHQH
VHUYLFHV DQG DFWLYLWLHV DYDLODEOH ¶ 7KLV WDUJHW ZDV
SUHVHQWLQJ DW D YDULHW\ RI ORFDO JURXSV PHHWLQJV D
<0+:6 WR H[WHUQDO DJHQFLHV WKLUG VHFWRU RUJDQLVDWL
ZHOO DV WR \RXQJ SHRSOH WKHPVHOYHV ([DPSOHV IURP WK
VHUYLFH VKRZ WKLV WDUJHW ZDV PHW DQG LQFOXGHG DWWH
UHOHYDQW FRQIHUHQFHV H J :RUNLQJ :LWK 0HQ¶V FRQIHU
)RFXV FRQIHUHQFH LQ /RQGRQ IRFXVLQJ RQ \RXQJ IDWKHUV
IRUXP ZKLFK LQYROYH WKH ORFDO SROLFH DQG FRXQFLO VH
VH[XDO KHDOWK PHHWLQJ +DVWLQJV DQG 5RWKHU 7HHQDJH
JURXS WHUPV RI UHIHUHQFH PHHWLQJ 5HDFK PHHWLQJ D Y
7UXVW /$7 D FULPH UHGXFWLRQ LQLWLDWLYH PHHWL
PHGLD FDPSDLJQ PHHWLQJV IRU (DVW 6XVVH[H J D UDGLR
8QLYHUVLW\ )UHVKHU¶V)DLU

8QIRUWXQDWHO\ LW ZDV QRW SRVVLEOH WR GHWHUPLQH
DFWLYLWLHV GLUHFWO\ LQIOXHQFHG WKH QXPEHU RI UHIH
WKHPVHOYHV RU YLD UHIHUUDOV IURP RWKHU VHUYLFHV DQG
VXFK FRQFOXVLRQV +RZHYHU JLYHQ WKH KLJK QXPEHU RI
OLNHO\ WKDW VXFK DFWLYLWLHV ZHUH LQVWUXPHQWDO LQ W

/DFN RI UROH FODULW\

7KH <0+: DOVR RXWOLQHG VRPH RI WKH FKDOOHQJHV H[SHUI
SURMHFW¶V RSHUDWLRQV QDPHO\ UHODWLQJ WR D ODFN RI U

> ³,W ZDV GLIILFXOW IRU PH LQ WKH EHJLQQLQJ EHFDXVH
> WHHQDJH SUHJQDQF\ DQG ZRUNLQJ ZLWK \RXQJ IDWKHUV
> SUHJQDQFLHV RU ZDV LW WR HQJDJH \RXQ PHQ LQWR K
> XQFOHDU LQ WKH ILUVW SODFH ´

,Q KLV QDUUDWLYH WKH ZRUNHU ZHQW RQ WR H[SODLQ WKD
UHDOLVDWLRQ E\ WKH ORFDO WHHQDJH SUHJQDQF\ DFWLRQ
H[SHULHQFLQJ GLVDGYDQWDJH ZHUH QRW HQJDJLQJ ZLWK K
DQG ORZHU DVSLUDWLRQV SDUWLFLSDWLRQ 3RRU 3DUWQHUV
SUHJQDQF\ SDUWQHUVKLS KH UHSRUWHG WKDW DFWLRQ
SURIHVVLRQDO¶V SHUFHSWLRQ RI WKH UROH DQG LWV YDOXH

[illegible]

³, ZDV SDUW RI WKH GHYHORSPHQW RI WKLV UROH IROOR
SUHJQDQF\ WHDP %XW , GRQ¶W WKLQN P\ UROH ZDV GI
ZDV D KHDOWK LQLWLDWLYH WR VXSSRUW \RXQJ PHQ LQW
EXW WKHUH LV VWLOO D IRFXV RQ WHHQDJH SUHJQDQF\
LVVXHV WKDW PD\ FRPH LQWR ZRUNLQJ ZLWK \RXQJ PHQ
HVWHHP DERXW DQJHU PDQDJHPHQW LW LV MXVW DERX
QXPEHUV 7KDW¶V ZKDW LW KDV EHHQ DERXW DQG , WKLQ
JUDVS ZKDW ZDV WKH SRLQW RI WKH \RXQJ PHQ¶V KHDOWK

, :KDW GR \RX WKLQN \RXU UROH LV"
3 ,W¶V D KHDOWK UROH ,W¶V D KHDOWK LQLWLDWLYH EX
FRQILGHQFH PDNLQJ SRVLWLYH FKRLFHV VHOI HVWHHP
PHQ €U W>0 ð à0Àp0TZ@ €P °@T ,ÓP T %í0P T %íP ä€WS€P i ä°

LVVXHV DURXQG +H HQJDJHG ZLWK WKH SULVRQ VHUYLF
DQG GLG D ORW RI ZRUN KDG D JORZLQJ UHSRUW ZKHQ K
FRQWLQXH WKDW ZRUN LQ WKH FRPPXQLW\ DQG KH KDV W
+DOI ZD\ WKURXJK WKH VHVVLRQV KH ZDV DEOH WR GLVF
ZDV LQ SULVRQ IRU GRPHVWLF DEXVH 6R WKURXJK ZRUN
DERXW KLV UHODWLRQVKLS ZLWK KLV SDUHQWV DQG OHD
XS WR WKDW GRPHVWLF DEXVH LVVXH WKURXJK WDONLQ
UHODWLRQVKLSV ZKDW WKDW ZRXOG PHDQ WR KLP DERX
MHDORXV\ DOO RI WKRVH LVVXHV KH VHQW PH D WH[W VD
WKLV KDSS\ LQ P\ OLIH , QHYHU UHDOLVHG WKDW , KDG

7KH <0+: DOVR UHSRUWHG WKDW WKH \RXQJ PDQ KDG FRQWLQ
ILQLVKLQJ ZLWK WKH SUREDWLRQ VHUYLFH DQG ZLWK VXS
HPSOR\PHQW DQG DFFHVV HGXFDWLRQ DQG WUDLQLQJ 0RUH
EHKDYLRXU FKDQJH ZLWK WKLV SDUWLFXODU \RXQJ PDQ KDG

FKDQJH @ G €`@ FKDQJA cL— WKHÈ eZDQW WQ ´

VXX`pBQVHPLV ep DGLPpILFXOWUXODWLRQepL4ZLWWSKHUpQWV ° L

<RXQJ PHQ¶V H[SHULHQFHV RI XVLQJ WKH <F :RUNHU 6HUYLFH

3 <HV , ZDV LQ WKH JURXS DQG >WKH <0+:@«WRRN LW RY
VRPHRQH VR , ZHQW WR VHH KLP ´ 3

³, ZDV WDONLQJ WR >P\ &RQQH[LRQV ZRUNHU@ DERXW KR
FRV , ZDV UHDOO\ EHQW RQ VHHLQJ KLP LI , ZDQWHG WR WDON WR
EDVLFDOO\ KRZ , JRW WR NQRZ KLP DQG ZKDW KH ZDV ± D
3

5HDVRQV IRU ILUVW YLVLW

:KLOH HDFK RI WKH \RXQJ PHQ VKDUHG WKHLU LQGLYLGXDO U
<0+:6 WKHUH ZHUH D IHZ FRPPRQ UHDVRQV QRWHG DPRQJ W
PDQDJHPHQW FKDOOHQJHV DURXQG SUHSDUDWLRQ IRU VFKR
UHODWLRQVKLSV ERWK ZLWK SDUHQWV DQG VH[XDO SDUWQH
VRUWHG RXW¶ ZHUH PRVW IUHTXHQWO\ FLWHG DV PRWLYDWLF

³,W ZDV LQ SUHSDUDWLRQ IRU FROOHJH WKDW <0+:@ IRXQG F
KHOS D ORW , ZDV LQ WKH DUP\ EXW , KDG WR FRPH RXW
$OO JRW LQYROYHG WKHUHDV\ MXVW KHOSHG PH WR VRUW P\ OLIH

³,ZDV ZRUNLQJ « HF]HPD JRW UHDOO\ UHDOO\ EDG DQG
OLIH ± , ZDV KDYLQJ WURXEOH DW ZRUN DQG , MXVW QHH
RWKHU SHUVRQDO LVVXHV ´ 3

³,FDPH KHUH EHFDXVH RI WKH QXUVHV WKDW WDON WR SHRSO
WKHUH¶V ORDGV RI DUJXPHQWV EUHDN RXW VWXII OLNH
DV ZHOO DQG WKDW¶V QRW JRRG DQG LW¶V MXVW DOO
WDON WR >WKH <0+:@ DERXW DQG KH¶V EHHQ DEOH WR V

P ì 0Ü◄WWdWKRp € 8† <
p °0€ P Y H 02WE R X Wp @ pM ¢ Wp R QKHU WLVD #, V Lp P D 0 <& I'R Q @ GÀWD VÐ PH) V öH p

7KHPH 7ZR 6HUYLFH EHQHILWV 2EMHFWLYHV

7R XQGHUVWDQG WKH SRWHQWLDO LPSDFWV RI WKH <0+:6
RXWOLQHV KRZ WKH \RXQJ PHQ SHUFHLYHG WKH EHQHILWV
VXE WKHPHV HYLGHQW LQ \RXQJ PHQ¶V QDUUDWLYHV
TXDOLWLHV RI WKH ZRUNHU

$FFHVVLELOLW\

:KHQ GLVFXVVLQJ WKH <0+:6 PRVW \RXQJ PHQ UHSRUWHG WK
EHQHILW RI WKH VHUYLFH ,Q SDUWLFXODU WZR IRFXV JUR
WLFNHWV DQG RU UHLPEXUVHPHQW RI WUDYHO H[SHQVHV DV
LQFUHDVH ILQDQFLDO DQG JHRJUDSKLF DFFHVVLELOLW\ WR W

OHDYHSUDFWLFH EXW , QHHGHG PRQH\ VR , IHOW WUDSSHG«
WKH SURS DQG FRQV DQG LI >WKH <0+:@ KDGQ¶W RI GRQ
EH ZKHUH , DP3WRGD\

³:KHQ , VDZ >WKH <0+:@ KH DFWXDOO\ WRRN PH VKRSSLQ
PH LQIRUPDWLRQ RQ KRZ WR EH D OLWWOH ELW PRUH KH

³>+H@ KHOSHG PH JHW LQ FROOHJH DQG VWXII OLNH WKD
KHOSHG PH RYHU D ORDG RI SDSHUZRUN DV ZHOO ,W¶V M
KHOS ZLWK DQ\W3KLQJ UHDOO\ ´

4XDOLWLHV RI WKH ZRUNHU

,QH[WULFDEO\ OLQNHG ZLWK WKH ZRUNHU ZRQH IDYRI WKQ\RQHSRUW
WKH <0+:6 DV LE\HSQWLWLHGSUHQWV HODWHG GLUHFWO\ WR WKHL
ZRUNHU KLP VHOKHU ZRUGV KLV SHUVRQDO DQG SURIHVVLRQD
ILUVW HQFRXQWHU ZLWK WKH <0+: VHYHUDO \RXQJ PHQ UHS

ORDG RI EUDQG QHZ FORWKHV DQG WRRWKEUXVK DQG D
KRXUV RI PHHWLQJ PH +H JRW PH D GRFWRU GHQWLVW
EHHQ WU\LQJ WR GR IRU PRQWKV 7KH -RE &HQWHU NHHS
EXW KH GRQH LW DOO ZLWKLQ D ZHHN RI PH DVNLQJ ´ 3

)LQDOO\ SHUFHSWLRQV RI WKH ZRUNHQYLURQPHQW LQIOXHQFH WKH GHJUHH
FRPPRQO\ LGHQWLILHG DV D NH\ EHQHILW RI WKH VHUYLFH

³,¶P WKH NLQG RI SHUVRQ WKDW¶V QRW WRR RSHQ EXW
ZRXOGQ¶W WDON WR P\ RWKHU PDWHV ´ 3

WKH <0 GHV ÀW³LW, FRXOGQ¶W WDON WR D IULHQG RI PLQH GUFWKH\ ZRX

ZHUH IXUWKHU DEOH WR DWWULEXWH WKHVH FKDQJHV WR W
ZHUH EURDG DOEHLW FRPPRQ WKHPHV ZHUH HYLGHQW DQG
SRVLWLYH HIIHFW RQ SDUWLFLSDQWV 1R QHJDWLYH LPSDFW

$WWLWXGHV

7KH PRVW FRPPRQO\ LGHQWLILHG FKDQJH LQ DWWLWXGH Z
3HUFHSWLRQV RI DQ LQFUHDVH LQ VHOI FRQILGHQFH ZHUH
LQWHUYLHZ SDUWLFLSDQWV EHOLHYHG WKDW WKHLU JURXS SDUW
EHORZ DUH UHSUHVHQWDWLYH RI WKLV VHUYLFH LPSDFW

³, +DV \RXU FRQILGHQFH FKDQJHG"
3 <HV EHFDXVH >WKH <0+:@ ERRVWV \RX XS RXW DOLWOH E
IHHO PRUH DEOH WR JR DQG PHHW QHZ SHRSOH DQG \RX
\RXU VKHOO

³ LW¶V QRW MXVW WKDW KH KHOSHG PH ORVH ZHLJKW
`p

LV LPSRUWDQW WR QRWH WKDW WKH GDWD DQG TXDOLW\ D
XQFOHDU UHSRUWLQJ LQ VRPH LQVWDQFHV :KLOVW LQ VXFK
WKH 3&7 WR WU\ DQG GHWHUPLQH DQG YHULI\ WKH DFFXUDF\
EH DSSOLHG LQ LQWHUSUHWLQJ WKH ILQGLQJV WKDW IROORZ

7DEOH 6HUYLFHV DQG LQWHUYHQWLRQV DFFHVVHG E\ \RXQJ PHQ WKURXJK WKH <0+

6HUYLFHV	,QWHUYHQ\	$SULO $SULO $SULO $SULO

$V SDUW RI WKH DERYH WDUJHW *0 DOVR VWDWHV WKDW I
ZLWK \RXQJ PHQ WKURXJK LQWHQVLYH RQH WR RQH VXSSR
WKDW XWLOLVH WHFKQLTXHV VXFK DV UHYLHZ DQG DFWLRQ
7KLV WDUJHW DSSHDUV WR KDYH EHHQ PHW ZLWK D WRWDO R
RQH VHVVLRQV EHWZHHQ $SULO $SULO 7KXV RQ DYHUD
RQH WR RQH VHVVLRQV SHU TXDUWHU $SULO IRU $SULO
VHH 7DEOH DERYH EHQGRZLJXUHV FDXWLRQ VKRXOG EH

Presentations, Training , and Dissemination

VXFK FLUFXPVWDQFHV RQO\ WKH PLQLPXP LGHQWLILDEOH QH
)LJXUHDERYH H J WDNLQJ µORFDO HYHQWV LQ +DVWLQJV $Q
µ3RVLWLYH VWHSV PHHWLQJV¶ DV RQO\ RQH PHHWLQJ &RQV
QXPEHU RI QHWZRUNLQJ PHHWLQJV DWWHQGHG E\ WKH <0+:
VXJJHVWV $OWKRXJK WKH FULWLFLVP RI WKH UHFRUGLQJ PH
UHODWLYHO\ PLQRU LW GRHV GHPRQVWUDWH WKH QHHG IR
SURMHFW DFWLYLWLHV DV DQ\ FRQFOXVLRQV GUDZQ EHURP D
WHQWDWLYH DQG PXVW EH YLHZHG ZLWK FDXWLRQ

7R GHOLYHU DW OHDVW IRXU WUDLQLQJ VHVVLRQV WR SURIHV

$ WRWDO RI HLJKW WUDLQLQJ VHVVLRQV ZHUH UHTXLUHG WR
ZDV RSHUDWLRQDOLVHG GDWD DYDLODEOH LW DSSHDUV WKDW WK
URXQGHQHVV PHW 6L[DFWXDO VHVVLRQV YLD ILYH GLIIHUH
E\ WKH <0+: RXW RI WKH HLJKW WUDLQLQJ VHVVLRQV UHTXLU

+RZHYHU XQIRUWXQDWHO\ DJDLQ WKH PRQLWRULQJ GDWD
LQFRQVLVWHQWGUP H´6`ÐÀ`

7DEOH *URXS VHVVLRQV GHOLYHUHG WR \RXQJ PHQ E\ WKH <0+:

*URXS 6HVVLRQ '	7DUJHW *URXS 3XUSRVH	$WWHQG 4XDUW FRQGXFW	)UHTXH RI GHO
6SHDNHDQ\FROOD ZLWK D VH[XDO K	$Q DFFUHGLWHG WUDLQLQJ VHVVLR VNLOOV LQ WHDFKLQJ RW DQG VH[XDO KHDOWK	4	

+RZHYHU WKH <0+: UHSRUWHG WKDW GDWD IURP WKH HLJKW
SDUWLFXODUO\ ORZ JLYHQ WKH VHUYLFH ZDV LQIRUPHG WKDW
WKH TXDUWHU 7KXV IHZ RQZDUG UHIHUUDOV ZHUH PDGH E\
UHIHUUHG LQ WR DFFHVV WKH <0+: VHUYLFH 0RUHRYHU DQG
WR WKH HYDOXDWRUV LV OLPLWHG RQ WKH WHFKQLFDO DVSHFWV
H[WHUQDO VHUYLFHV WKURXJK UHIHUUDOV DQG RWKHU PHDV
QXPEHUV RI UHIHUUDOV DQG WR ZKLFK VHUYLFHV DV DERYH
DFWXDO XSWDNH RI WKHVH VHUYLFHV E\ \RXQJ PHQ

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