



National Youth Agency

Participation Strategy Review Group Report

April 2010

Contents

	Page
Introduction	4
Key Findings and Recommendations	4
Outline of review process with evidence to support recommendations	9
Outline of the final process	11
Appendices	
1. E-survey results	12
2. Evidence from young people	20
3. Evidence from Partner Review Group	23
4. Evidence from Participation Field workers	28
5. Evidence from Internal NYA focus group	30
6. Bibliography and documentation list	31
7. Terms of reference for the Partner Review Group	32
8. NYA's Current Participation Offer	34
9. Young People's Participation History	35

What do we mean when we talk about Young People's Participation?

“Our principles remain the same too: that children and young people have a right to be involved in the decisions that affect them; their participation is essential to improve services and respond to their needs, and that the shared aim of this participation should be change”

‘Hear by Right’ standards framework for the participation of children and young people”

The National Youth Agency (2010); p.4

Review process managed by
Maxine Green
ISBD Ltd

Introduction

The NYA has been a key contributor to supporting young people's participation since its establishment, but particularly so over the last decade. It has done this through active partnership with other organisations, especially the LG Association, and by developing a range of influential resources and tools including 'Hear by Right' and 'Act by Right', seeking to capture evidence of the changes which have taken place at local level as a result of young people's participation.

The NYA has a range of ways of gaining feedback to support continuous reflection on its participation work and periodically reviews their entire offer. This report captures the various processes involved in the latest review in early 2010, at a particularly critical point in time for young people's services (see "Drivers for Review on pages 8 and 9).

This document is not aimed at necessarily repeating all of the reasons why youth participation is an essential and valuable pre-requisite for effective services; there are many resources by different organisations available to do this. It is a stock check and an audit of one area of practice from one agency which we believe has been critical to the development of better youth participation practice in the recent past, looking to keep progress moving in the right direction for the medium and long term future.

Below we list the recommendations made at the end of the process, gathered together on reflection by an independent consultant, after a variety of meetings, processes and groups involving professionals, front line staff and young people over a 3 month period from January to April 2010. These recommendations have been since been out for consultation to those people who had been involved in their genesis, and a final NYA response to each recommendation has been published in a slim report entitled "[The response of the National Youth Agency to the key findings and recommendations from the Participation Strategy Review Group report of April 2010](#)", which should be read in conjunction with this fuller report.

Key findings and recommendations from the Participation Strategy Review

1. Hear by Right has had a big impact on the participation agenda and its development and is a well recognised brand in the youth work sector.

Recommendation 1.1

Hear by Right is a successful brand for the NYA and for participation so should continue to feature in the future NYA contribution.

2. Hear by Right is synonymous with participation for the NYA and this limits the recognition of other work the agency undertakes e.g. Young Researchers.

Recommendation 2.1

The NYA should find additional ways of publicising the broader participation work that it is involved in, especially where it is leading the field

3. Improvements suggested to Hear by Right include making it more accessible, particularly by simplifying the paperwork and by tailoring the offer for different sectors. The increased use of Hear by Right in new structures such as integrated youth support services and children's trusts was also noted.

Recommendation 3.1

Access to Hear by Right could be improved by developing the tool specifically for different sectors e.g. Hear by Right for the Police, and for broader partnerships such as Children's Trusts.

Recommendation 3.2

Hear by Right could be improved by reworking as a staged tool with a simple access point building to a comprehensive and aspirational system.

4. There were some requests for Hear by Right to be accredited and be used as an externally mediated standard. There were also some very strong recommendations that it should stay as a self assessment tool. Rather than get into the debate of either/ or there were also possibilities of both / and, with the development of an additional participation standard tool.

Recommendation 4.1

The NYA could write a business case for a participation standard tool as a way of testing the market and assessing the impact on the Hear by Right offer.

5. Many local authorities and organisations had developed locally based tools and standards with their young people. This raises a question as to how the NYA can support these developments and where they sit in relation to Hear by Right.

Recommendation 5.1

The consultancy role offered by the NYA could be more clearly shaped up as an offer or product which could support the field as they develop their own locally based tools with young people.

6. When Hear by Right was first launched the NYA was seen as the natural authority for this work. Now participation has grown and with increased activity and increased range of impact there are now a number of organisations who have developed different participation tools and offer support. Whilst it is positive for young people that participation is better supported it also brings about potential overlaps to the work and less focussed use of resources. In order for the work to progress with the best use of resources it would be helpful for different organisations to specialise in

different approaches and map their contribution so that the whole field of participation is covered with minimal overlaps.

The changes in funding for Participation Works have an impact on the work of the NYA which will need to be assessed internally in the agency as well as in relationship with partner agencies.

Recommendation 6.1

The NYA should continue to work with partners to lead the national participation contribution. As part of that role the NYA should encourage different agencies to specialise and focus on different aspects so that the best use is made of resources available for improving participation; particularly in the current economic climate

7. As part of the national role the partners thought that the NYA should continue to be proactive in working with government at a national and regional level, for example working with the Children's Workforce Development Council on training. The regional youth work units in the review group evidenced their strong networks and influence with regional government and local organisations.

Recommendation 7.1

The NYA should work with the government to raise the understanding and awareness of the impact of participation on young people and service delivery. In this work the NYA should avail itself of the offers of other partners who have regional and national experience.

8. There is growing awareness of the important impact of young people's involvement. Young people and participation workers are alert to tokenism and seem to be able to avoid this, but the next step is developing an honest awareness of what has changed as a result of the young people's involvement. There seems to be an appetite to measure the impact and celebrate this rather than simply to value the young people's involvement.

Recommendation 8.1

The NYA could undertake some work and possibly develop tools and working practice, to assess the impact of young people's participation.

9. Participation has traditionally had a human rights rationale underpinning it and has had 'rights for young people' at its core. The approach to support this consisted of raising awareness and challenging. Whilst this was important in the early days, for some organisations which are aware and have this integrated into policy and practice there may be the need for a new way of presenting participation which is more collegiate and aims to embed and maintain good practice. A new metaphor for the style of working and approach could be useful to the field.

Both statutory and voluntary sector organisations are facing difficult economic conditions – this throws up the question of how the resources, support and consultancy can be paid for. The ‘rights’ argument is less likely to be heard than the ‘best use of resources through client consultation’ argument.

Recommendation 9.1

In addition to the NYA’s advocacy role for the rights of young people, the agency could develop a strong case to show how participation offers organisations ways to ensure value for money by developing effective services.

10. Where organisations have really embraced participation there is a question of how they can improve further to beacon practice and how the NYA might support this extra stretch.

Recommendation 10.1

The NYA could develop additional resources to help organisations who have a strong young people’s involvement to stretch to excellent or beacon practice.

11. Participation workers are not looking for or requesting ‘training’ but find that networking opportunities where issues can be discussed and good practice shared are valuable to their development.

Recommendation 11.1

The NYA could have a role, alongside regions, in assessing and developing ways to help participation workers with their Continuing Professional Development.

12. Young people involved in the participation review process highlighted the importance of relationships in supporting participation. Relationships with each other were important and residentials and opportunities to get to know each other were cited as being crucial. Relationships with the participation workers are also important where a sense of trust is central so that the young people feel safe and can take on challenges.

Young people who were making significant contributions to organisational and political change were those who had developed skills over time with support and opportunities provided by committed participation workers and their organisations.

Recommendation 12.1

The NYA has a continuing role as an advocate for excellent participation work, for collecting information on good practice and playing a key role in supporting this development.

13. At a national level young people who have been involved in working with others from different organisations stressed how productive this was and how this networking experience could be facilitated by the NYA.

Recommendation 13.1

The NYA could work with partner organisations to facilitate a networking / training experience for young people working at national levels.

14. The NYA staff were aware of the importance of vigilance in making sure that their internal practice matched their external role. The 'Practice what we Preach' model was cited as a way of keeping an internal challenge and providing quality assurance.

The development of new streams of work where young people are actively involved has grown beyond the remit of the participation team which previously monitored and oversaw the majority of work with young people. The previous approach and strategy of the participation team needs to be revisited in the light of the work streams and organisation of the agency.

Recommendation 14.1

The NYA could undertake an internal audit to check the level and quality of participation of young people in its internal organisation and work. The previous approach and strategy of the NYA could be revised to embrace the new ways of working with young people in the wider working of the agency and the wider spread of participation activity across all operations.

15. The review of participation for the NYA was endorsed and seen as an opportunity of refining strategy and practice and then being able to communicate the offer more widely.

Recommendation 15.1

The participation review process was endorsed by the Partner Review Group

Outline of review process with evidence to support recommendations

There were key factors which contributed to the review being commissioned, and these are listed below. The research process was put together to ensure that views were obtained from the broadest constituencies. The different elements of the review process are also listed below. The partner review group was particularly valuable in providing informed debate and reflection. The feedback from this group and terms of reference are documented in appendix 3 and appendix 7.

Drivers for the review (taken from the Terms of Reference)

Key drivers which have contributed to reviewing participation at this time include:-

- The need for a refreshed strategy and rationale for the NYA to respond to the requirements of the LG Association, as a key partner in the work to date
- An organisation-wide consideration of our offer in order to maximise our twin aims of advocacy and improvement
- A reduction in central funding for this work as the BIG Lottery contract with the Participation Works consortium, of which the NYA is a member, draws to an end.
- The growing number of opportunities which are emerging to promote and facilitate the participation of young people in new fields such as health, housing and museums as well as in traditional areas like youth work.
- The future economic context of organisations that currently access participation services through the NYA.
- The impact of a potential change in government.

Elements in the research process

- Desk top research – recent policy and publication documents.
- Partner Review group established to inform and contribute to the process; see appendix 7 for terms of reference and appendix 3 for results.
- E-survey – 90 responses received; see appendix 1 for results
- Young people's focus group including a wide range of young people involved in diverse participation opportunities; see appendix 2 for results.
- Input from NYA young associates; see appendix 2 for results.
- Internal NYA focus group; see appendix 5 for results.
- Email correspondence from individuals from different areas
- Meeting with Local Authority participation workers; see appendix 4 for results.
- Semi-structured telephone interviews with participation workers in a range of organisations including the police; see appendix 4 for results.
- Semi-structured telephone interviews with young people and other voluntary agency workers; see appendix 2 and appendix 4 for results.

Evidence links to findings and recommendations

A number of research sources were analysed and the links to the data and evidence which supports the Key Findings and Recommendations (pages 5 to 9) are outlined below.

Findings and Recommendation number		Evidence Source
1.1	HbR Brand	Partner Review Group, E-survey, Participation Workers Interview, Internal NYA Group, Young Associates
2.1	NYA's wider offer	Partner Review Group, Internal NYA Group, Young Associates
3.1 & 3.2	HbR access materials and simplifying the model	Partner Review Group, E-survey, Participation Workers Interview, Internal NYA Group, Young People
4.1	HbR as a self assessment tool or a national standard	Partner Review Group, E-survey, Participation Workers Interview
5.1	Support for local participation tools	Partner Review Group, E-survey, Participation Workers Interview, Internal NYA Group
6.1	NYA's role in the national debate	Partner Review Group, Participation Workers Interview, Internal NYA Group, Young Associates
7.1	Work with government using regional and national partners	E-survey, Partner Review Group, Young Associates
8.1	Measuring the impact of participation	Partner Review Group, Participation Workers Interview, Internal NYA Group, Young Associates and Young People
9.1	Develop the 'value for money' case for participation	Partner Review Group, Participation Workers Interview, Internal NYA Group, Young Associates
10.1	Promote excellent practice	Partner Review Group, Participation Workers Interview, Internal NYA Group, Young Associates and Young People
11.1	Promoting CPD of participation workers	Partner Review Group, E-survey, Participation Workers Interview, Internal NYA Group
12.1	Advocate for relational participation practice	Participation Workers Interview, Internal NYA Group, Young Associates and Young People
13.1	Facilitating a network of young people	Young Associates and Young People
14.1	NYA's internal participation process	Internal NYA Group, Young Associates

15.1	Support for the review process	Partner Review Group, E-survey, Participation Workers Interview, Internal NYA Group, Young Associates and Young People
------	--------------------------------	--

Outline of the final process

This report and a response to its recommendation by the National Youth Agency were circulated for comment to the partner review group, NYA staff and the young people and participation workers involved in the review.

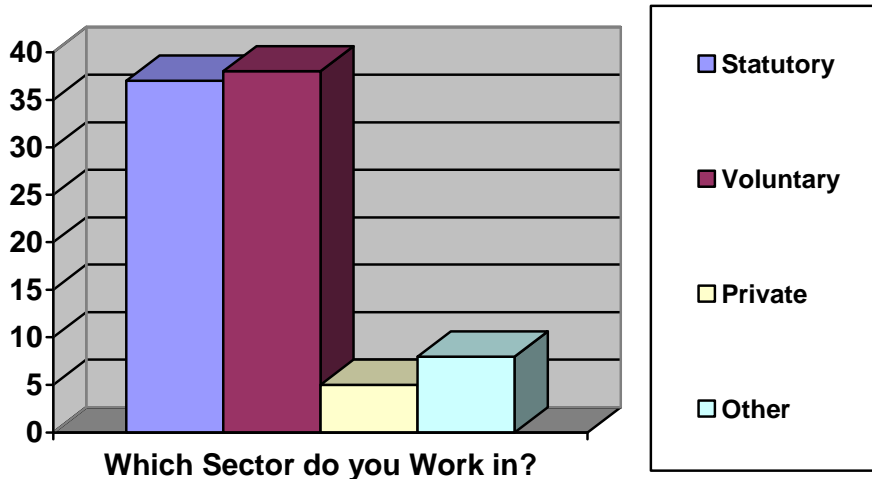
These recommendations, the report and further comments from the key contributors and others have been used by the NYA to produce a final report entitled "[The response of the National Youth Agency to the key findings and recommendations from the Participation Strategy Review Group report of April 2010](#)", which should be read in conjunction with this fuller report.

All of this work has provided the main basis for policy and practice decisions to support NYA's continuing involvement in participation through 2010-11 and will be used to inform and guide longer term work. Any further comments can be e-mailed to Richard McKie, National Programme Manager at richardm@nya.org.uk.

Appendix 1: E-survey results: Participation Practice in the field

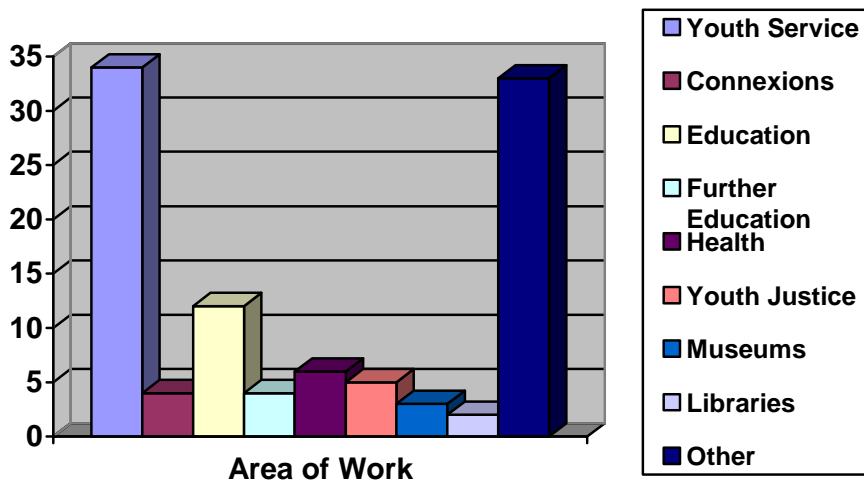
Key findings from the E-survey

There were 81 respondents with 76 completed surveys.



Comment - There was a good mix of responses from all sectors.

Area of Work



Comment - The youth service was well represented in the responses, it should be noted that this includes workers who see their professional “home” as the youth service but are now working in a wider context for example IYSS and Children’s Trusts. There were also participation workers from a wide spread of different organizations with 33 workers rating themselves as ‘other’ and coming from a huge range of different contexts (see below).

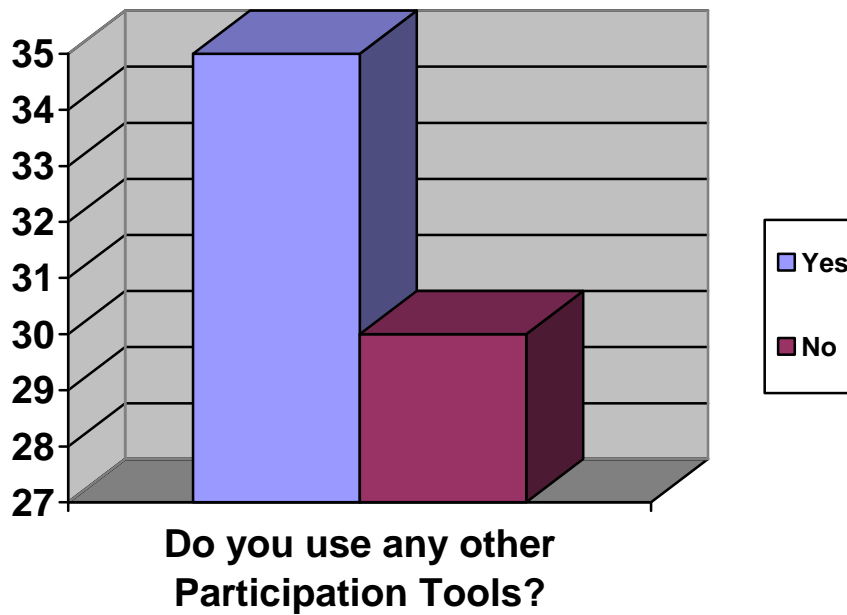
Descriptions of 'Other' working roles

Young Carers
Project work
The Scout Association
Youth development
Fostering
Youth volunteering policy
Children's Trust
Social care
Membership/infrastructure
organisation
CYPD participation
Arts and Heritage
Integrated youth support x2
V& C development
Children's Trust
Arts
Environmental

Infrastructure organisation for VCS
Groups working with children and
young people
Local authority
Creative media
Youth Participation; Social
Technology
Youth Voice
Initiative to promote youth leadership
Partnership and Strategy
HE & Church
Nature conservation
Strategic Participation of children,
young People, parents and carers
Arts
Volunteering, enrichment,
empowerment
Youth empowerment
Young people and leadership
Homelessness
Social Care

Use of other participation tools

Just under half of the respondents used other participation tools



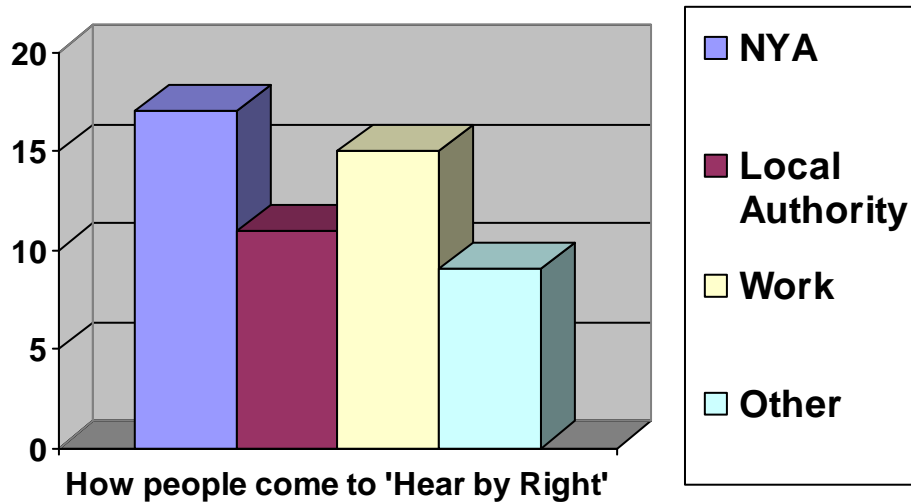
Training tools that people had used included: -

- Spice it Up
- Participation Works including "How to" Guides
- Total Respect 2 – training for social workers by children and young people in care.
- Treseder's Model
- Dynamix.
- TDA consultation tools
- You're welcome

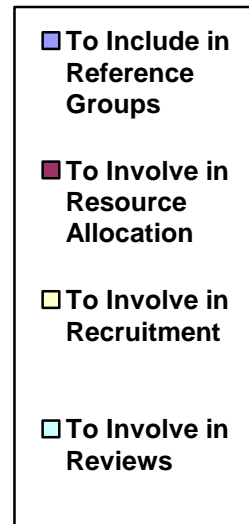
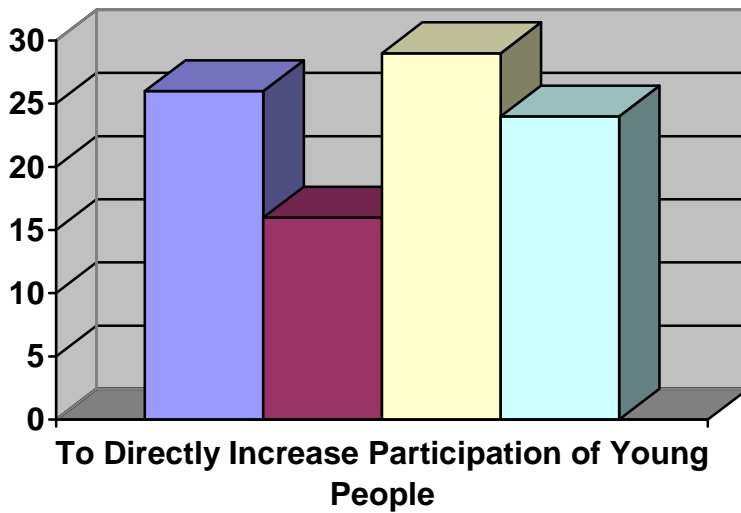
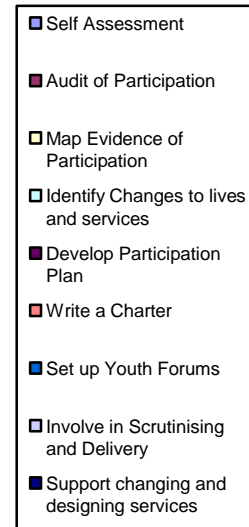
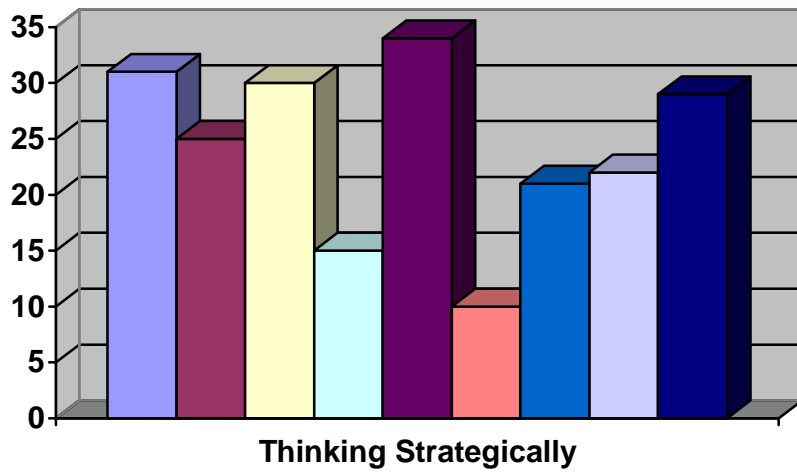
Many of the respondents spoke about the importance of developing their own tools and using these locally. For some these were developed into their own Charters and Awards e.g. Warwickshire Award for Involvement, Voice and Echo in Dudley.

How people have heard about Hear by Right

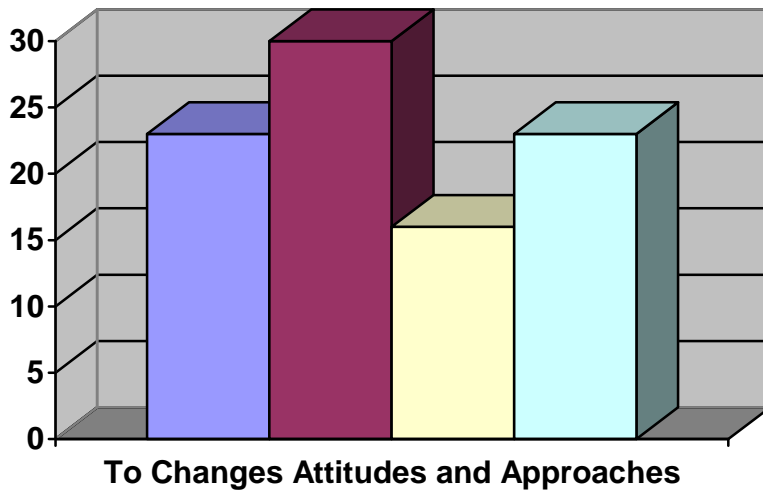
82% of the respondents had heard about Hear by Right; of these many had direct contact with the NYA, some had heard of it through their local authorities and others had access through their work. Other respondents used Google and the internet or said it was so long ago that they couldn't remember.



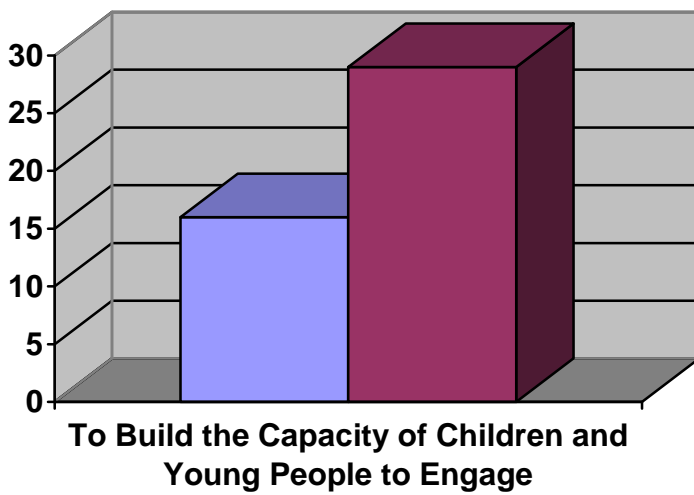
How people had used Hear by Right



How people had used Hear by Right (continued)

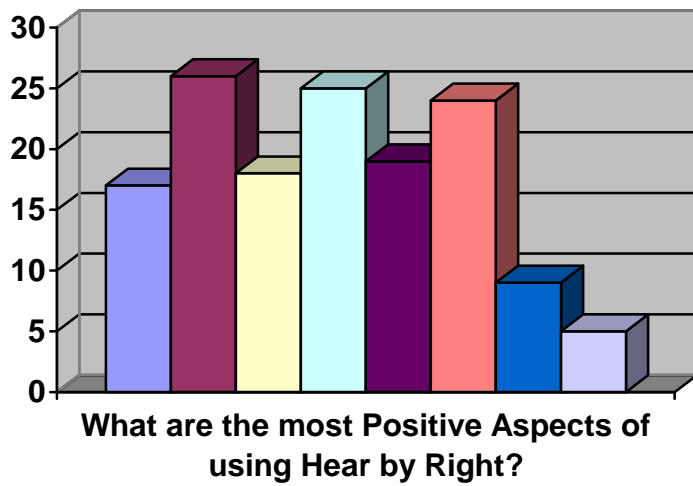


- Change Attitudes of Senior Managers
- Create Events and Meetings
- Challenge to change Leadership Style
- Challenge Wider Services



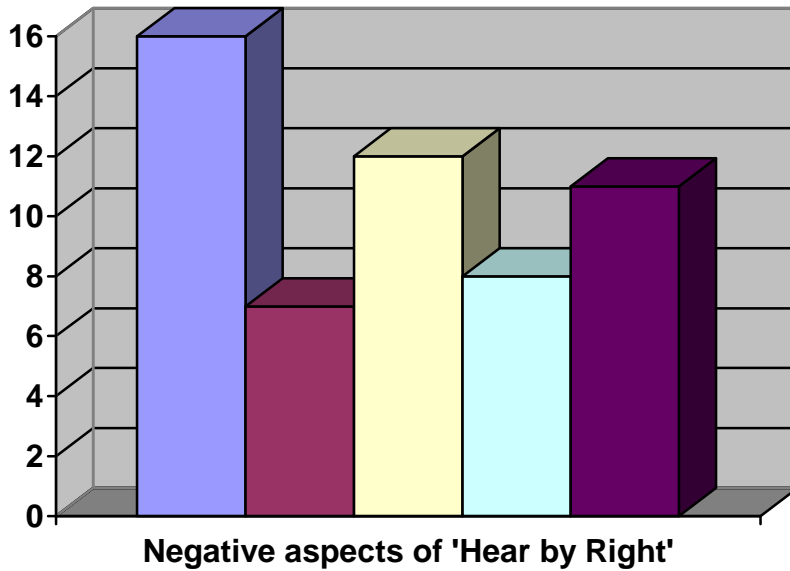
- To Devise Training where Young People Train Adults
- To Support and Train Young People to become Trainers and Leaders

Positive aspects of Hear by Right



- Adaptability and Flexibility
- Useful Framework
- Checking Current Position
- Helping Identify what to Change
- Increasing Receptiveness
- National Scheme gives Credibility
- As part of another Scheme
- Other

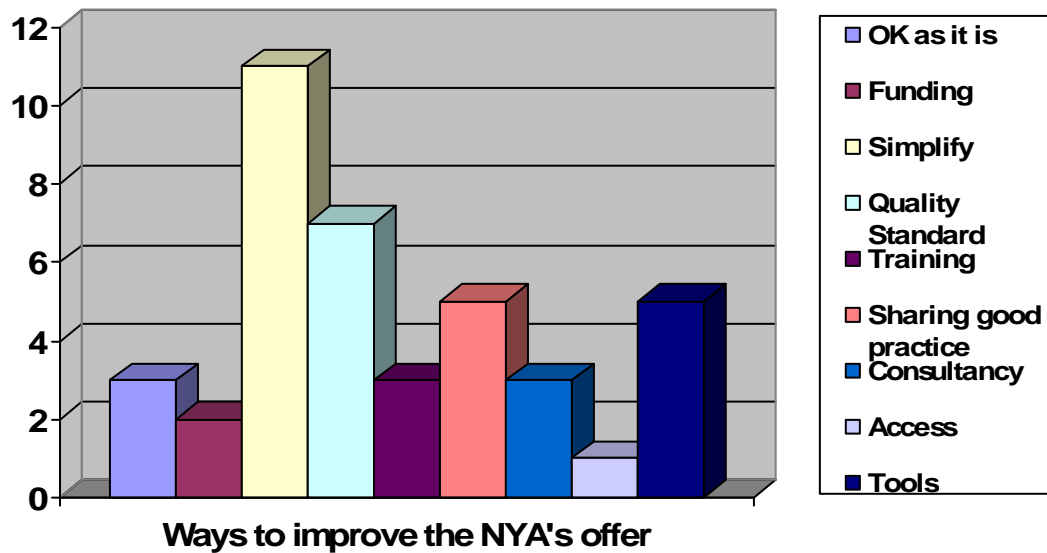
Negative aspects of Hear by Right



- Difficult to use
- Not suitable for our situation
- Too much paperwork
- Limitations of self-assessment tools in general
- Other comments

Improving the NYA's offer

There were some very affirming comments around the future participation work of the NYA
"Well for me it's perfect and great as it is".



Suggestions for improvement include:-

- Simplifying the format, website and approach
- Having an external assessment and accreditation – a quality standard
- Supporting sharing good practice
- Increasing accessibility – especially for disability access
- Offering consultancy
- Providing the service free
- Offering training
- Developing additional tools

Appendix 2: Evidence from young people

Young People's Comments

Young people's responses were collated from a focus group held in Essex which included young people who had been involved in a range of activities where they had made a difference (see Appendix 9 for their participation histories). The NYA's Young Associates also contributed as part of the partner review group and through email. Young people's views were also incorporated through literature from partner organisations.

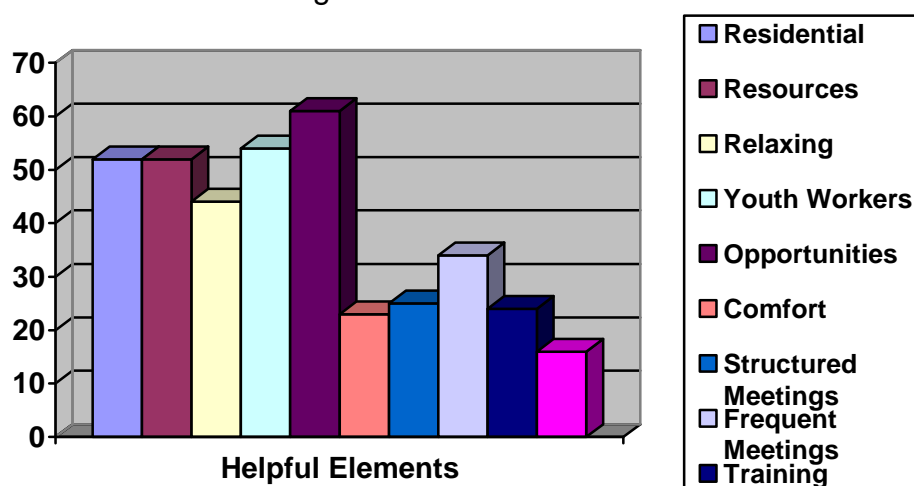
A striking feature of good young people's involvement is that it is progressive and as the skills of young people build they undertake more difficult challenges which in turn builds their skills.

The metaphor of a journey or pathway works well with their own journey joining with the journeys of other young people.

There was a good recollection of their pathway and how they had been involved with participation.

In the focus group the young people identified ten significant elements which helped them to be fully involved, which they then graded in terms of which were most helpful. These were:-

- Residential
- Relaxing atmosphere
- Resources
- Youth workers
- Opportunities
- Comfort
- Structured meetings
- Frequent / regular meetings
- Training
- Timelines / Planning



Whilst the young people in the focus group had made a big impact on systems and structures in Essex they found it difficult to articulate the impact they had made and were not used to thinking in this way.

The youth workers picked this up and realised that this could be better identified in training and planning.

All young people in the group had some formal accreditation for the work that they had done.

The young people found it really easy to identify benefits for themselves in being actively involved and talked about the way it had enriched their lives and was good for their CVs and work prospects.

Suggestions from the NYA's Young Associates

The NYA has a group of young associates who have been through a rigorous selection and training and fulfil a range of roles in the agency. Their comments included

- *The NYA should definitely keep to its main theme of Hear by Right - this is an excellent tool that is used across the country.*
- *Some sort of annual or 6-monthly forum (even if it was online, although face-to-face would undoubtedly be preferable) would be invaluable in giving all young people a sense of youth participation within the NYA as a whole and how it is connected.*
- *I think there is definitely potential for young associates to use their experience of youth participation and expertise as trainers to run training sessions for other young people involved in youth participation. Such training could be tailored to the specific setting, whether it is a youth council, school council/eco-council etc.*
- *Develop and deliver a 'how to use social media and the internet in youth participation' course.*
- *Could there be a role for the NYA in facilitating contact and sharing of knowledge between those young people involved in youth participation in different organisations?*
- *Could there be a greater role for NYA in helping central government departments improve their youth participation? Could the NYA be pro-active about this by approaching government departments with proposals to facilitate their youth participation?*
- *Since many organisations and local authorities now have youth participation of some kind, I feel we should be focusing on how to improve youth participation – how to make it more effective and how to make it more meaningful. Could we develop training days on these themes, or a 'review' of an organisation's current youth participation offer and how to improve it*
- *In light of the recent recession and many youth services and organisations facing funding cuts, there is surely potential for the NYA to offer consultancy providing recommendations for how to make youth participation more cost-effective or even on how to reduce spending on participation whilst minimising the adverse consequences on participation within that local authority/organisation. Such a service might be controversial, but in reality such funding cuts are going to happen, so surely we should help organisations to minimise/negate the damage caused by such cuts rather than doing nothing and condemning the cuts themselves.*

- *The NYA should continue to offer training around participation, and possibly look towards assessment - but remembering that all assessment must have the views of young people as central.*

Appendix 3: Evidence from Partner Review Group

Meetings held on the 16th February and the 25th March 2010

Heather Stevens	NYA Director
Richard McKie	NYA National Programme Manager
Ian Keating	LG Association
Susie Roberts	CHYPS outgoing Chief Executive
David Wright	CHYPS incoming Chief Executive
David Clark	BYC and Chair of Participation Works
Lily Makurah	Dept of Health
Gill Millar	Learning South West Chief Executive
Liz Harding	NW Regional Youth Work Unit Chief Executive
Steven Pryce	NCVYS
Harry Wade	NYA Participation Development Worker
Jake Manning	NYA Participation Development Worker
Danielle Williams	Leicester City Council
Emily Middleton	NYA Young Associate
Andy Hamflett	UKYP Chief Executive
Maxine Green	NYA Associate

Presentations to inform the debate were made by Tim Davies – External Consultant on participation and media and Andy Callard on the O2 Project, a partnership programme led by NYA and focused on youth leadership

Points raised by members of the group

1. Partner organisations' views on the NYA contribution
 - Hear by Right has been really powerful and has made a magical difference to awareness. It would be good if the other products such as Act by Right were as well used as Hear by Right.
 - NYA really supportive and really crucial in supporting us in developing links and build up influence.
 - We would want a higher profile for the NYA on The Youth of Today and Leadership.
 - Other agencies are encroaching on that ground and it is important that the NYA keep involved and don't let others take this territory.
 - NYA and regional links we would expect this to be stronger. Regions were involved in the Act by Right development. We would echo the need for more coordination by national orgs – which would make our job in the regions easier. In particular to ensure that events at a national level do not clash.
 - Participation is in line with other LGA work, for example the LGA has a line in the business plan about participation in Local Democracy. The NYA could build on this link and build links with the UKYouth Parliament Public sector reform; we could see this as a way of joining up services and could be a very helpful thing in joining up. Maybe links could be made with raising the voting age – links with PAYP to build participation with more disadvantaged young people.
 - Participation Works and The Youth of Today is coordinated as much as we can – sometimes funding means tight time scales. The decrease in funding for

Participation works is going to have an impact as we were able to deliver service for 3 years free and will now need to find other ways of financing this.

2. Initial thoughts on what else/different the NYA might do in future.

- There are potential links with the DCSF and suggested that they should be informed about work especially as the youth service had led the participation agenda and has made and is making a significant contribution. The link between the agenda and the contribution from the youth work world should be reiterated and sustained. SR
- There are a lot of self assessment tools out there – but the difference is that the NYA team is behind Hear by Right to make it real and have been able to use the ‘duty to involve’ to get the ‘so what’ factor. It is important to keep a rights based approach.
- Higher profile is correct – The Youth of Today work – would work to bring these together. SP
- Would be good to have more dialogue between regions and nationally; more effort is needed to hear from the regions so that their experience can inform policy and debate.
- Focus on targeting services – so it has a direct impact within local authorities.
- We hear the phrase ‘We’ve done Hear by Right’ and then people move on – it’s a bit like Marmite; you love it or hate it. The challenge is how to make this living.
- Sometimes we fail to reach the leaders and we need to get the gatekeepers on board.
- New work which the NYA could engage in is the professional development of participation workers. There are many courses on ‘how to work with young people’. Participation workers need additional skills for example managing upwards. There is a need to support and promote a skilled participation workforce.
- We agree with joined up thinking approach but see a strength in having diverse offers and would want to defend the right to have diversity. DC

Specific comments on Hear by Right

- 78% of Local Authorities have used Hear by Right but we are not sure to what extent.
- Question of whether Hear by Right should be self assessed or formally kite marked - there are advantages and disadvantages to both, including pressure of adults to be too optimistic / lie rather than engage in a real process.
- Cornwall has put in a set of standards around young people being involved at a practical level – there are possibilities of schemes such as this being linked with Hear by Right which works at a strategic level.
- There are other schemes such as ‘Investing in Volunteers’ which is a self assessment followed by a visit which gives it a slightly different value. In revising Hear by Right these different approaches could be considered.
- Hear by Right is a really good product – Coventry has a young people’s inspectors kit – it could be possible to add young assessors as part of the assessment.
- People should be encouraged to use Hear by Right flexibly – not focus on the grid in the first instance.

NYA Adding Value and Complementing

There was a wide discussion about how the NYA could add value and complement the work on Participation, and suggestions about resources, information and ways forward. The following points were made:-

- There is a Local Government Information Unit around action learning.
- Videos can be used as accreditation evidence in local Young Inspectors scheme, but these would not be in the public domain until the service has had a chance to respond to the recommendation. Possible use of video in Hear by Right evidence gathering?
- Videos are used extensively by young people on social media sites such as YouTube but although this influences, it may not bring about structural change.
- There can be concerns about safeguarding with video and social media sites which have to be addressed.
- A key outcome should be organisational change and it would be helpful to find ways that young people's views could be translated so that they could fit into data sets and evidence that feeds into policy making.
- Invent a model / mechanism / toolkit – to translate into the data set
- Technology should be accessible. Maybe the value of social media is to encourage older people to listen to views and experience of young people rather than necessarily engage in it.
- Use natural expertise – Children's Rights Alliance - also some organisations offer pro-bono work e.g. Hertfordshire University.
- Many of our systems for extending participation are built with traditional hierarchical organisations in mind – these need to be adjusted so that they also fit some new networked organisational structures such as Children's Trusts.

Recommendations from Partners

Over the two meetings partners made a series of points and recommendations which were noted at the end of the second meeting. The suggestions are outlined below and the meeting agreed to the consultant integrating into recommendations for the report.

NYA's National advocacy role

- Clearly produce NYA's participation offer
- Invest in 'value for money' research
- Engage with the new government over what commitment remains to current policy over participation and the positive contribution of young people
- Work with Government so that they recognise what is already in place
- Use local / sub-regional / regional learning to develop the participation agenda
- Look at vertical consortia as well as horizontal
- Consider how the partner networks can be drawn together, strengthened and utilised in future work
- Work with CWDC on workforce training
- Evidence cost benefit for participation work
- Make impact / value for money study part of the participation element of all bids
- Influence Children's Trusts to invest in what exists

Hear by Right

- Have a 'local democracy' or 'citizenship' strand for Hear by Right
- Hear by Right to stay as a self assessment tool (x2)
- Make it clear that Hear by Right is a self assessment and improvement tool
- Explore using 'What's Changed?' tool as an element in accreditation – link with Beacon Practice?
- Review 'What's Changed?' to include organisational change and make it a simpler process
- Have a 'currency' for youth participation, to allow for comparison between areas or across services
- Refresh Hear by Right and challenge those who have already used it
- Simplify the language of Hear by Right
- Use non-specialist terms throughout Hear by Right
- Simplify! the tool
- Produce a Hear by Right starter pack with a smaller number of indicators
- Do Hear by Right for Job Centre plus
- Value the fact that people are adapting Hear by Right to fit local circumstances
- Develop an 'individualised' self assessment tool
- Monitor the website to see how many organisations have done more than the initial Hear by Right assessment
- Build a follow up meeting to assess impact of Hear by Right consultancy
- Consider producing a Hear by Right map and plan for England to give a national picture.
- Explore licensing of funders using Hear by Right as part of their funding bids e.g. Big Lottery, YPF2
- Rethink the 'rights' language of Hear by Right
- Use Hear by Right to encourage organisations to think about where they want to be youth participation-wise in future
- Greater investment in Act by Right and democracy

Supporting participation workers and the field

- Network support to participation workers
- Extend participation workers role (skills) to be able to work with older children and or young adults
- Explore Participation Works consortium training for senior managers
- Support for members and senior officers to take participation seriously

Broader work

- Expand apprenticeships scheme
- Need to use participation to safeguard young people's responsibility for decision making
- Look at the relationship between young people and adults over decision making – particularly in the light of decreasing budgets
- Join our youth work partners at our annual UKYP sitting to develop the NYA's ideas

Appendix 4: Evidence from Participation Field workers

In addition to semi-structured interviews, there were conversations with participation workers who were operating in a range of different situations. Below are key points that emerged through these conversations.

How Hear by Right has been used

- "I've used it with lots of different services across Gloucestershire's Children's and Young People's strategic partnership who were very supportive of Hear by Right. Used with police authority, libraries, Stroud district council have done it by themselves with their participation officer, Cheltenham district have used it."
Action 4 children – are a participation project and employ a worker who is part time for CAMHS services and disability youth forum and I have a contract with them to deliver on participation work.
Other projects include Winston's wish – charity supporting bereavement service
County Community Projects – range of services (voluntary sector)
Leaving care service
YP looked after and 'virtual school' – extra support to young people in care (Cotswold youth support).
- We've used Hear by Right as a foundation document to inform our young people's charter and strategy but haven't used it formally as it we find it too complicated.
- Really good tool for services to look at – and map participation works. Way it is laid out – emerging, established and advanced helpful.
Can get bogged down but when I explain it to them as being a tool and has to be workable for them as an organization and is a living document.
People can get hung up in that they are emerging and not established or advanced – reassurance – telling them that this is Ok and can work up their practice.
Some of the wording is a bit difficult and needs translation – needs to make it relevant to organization – e.g. not always members but could be trustees.
It is a bit too detailed and heavy if looking at a small voluntary organisation. We have got a participation charter which is based on Hear by Right but is more accessible for some of our smaller services.
YP involved in developing the charter – website etc also trained to go out and monitor services.
Hear by Right does something different – as it has given an org or service time out to think about what they are doing already and what they can achieve.
Positive with police as they relate really well to Hear by Right as it is a structured service.
- We have combined Hear by Right with Your Welcome to devise a set of standards for use locally.
- The sheer existence of Hear by Right has brought the involvement of young people to the forefront.
However, Hear by Right is very structured so it can be a bit like ticking the boxes and Hear by Right doesn't help with sustaining so much because once ticked the box you don't have to revisit it. Some of the standards could be time consuming which could be time away from young people. I find for people within police authorities – people have to really buy into it and it is a very hard thing to sell as it is quite big and has so many performance indicators that you get lost. I get round this by focusing on 3 performance indicators where I know we are failing and can move forward (1.4, 2.4, and 5.2).

- It is very thorough - it does address all aspects of an organisation, but it is a bit cumbersome.
- It would be good if it was a national standard – provides a little bit of kudos that it is endorsed by the NYA and there is a reason for us doing it. At the moment it is a guide and gives a background structure but we would love to have a stamp in this county and is nation wide process especially if it was police specific.

Partnership working more generally

- On training - I feel a bit trained out – What I get and what's important to me is the opportunities to meet with other participation officers – SW has a good participation network – I can go to the meeting in Taunton that has some input from other organizations e.g. Your welcome and can pick other people's brains. This is important for me and I have asked for network contacts to share good practice nationally if this is not available in the SW.

Suggestions from field workers

- For Hear by Right make some more accessible starting points so that people who have a wide remit and not much contact with young people or participation find it less scary.
- It would be really great if there was a Hear by Right for the police and could identify areas which could be changed for the police but it needs to be brought in by forces. People would be up for doing that.
- We like publications that come out and it is good to have a relationship with one or two people in the NYA. If this could be made even more accessible it would be helpful – more of an open forum – email / telephone and a national directory giving easier to access info about current strategies would be helpful.

Appendix 5: Evidence from Internal NYA focus group

NYA Internal Staff Group for Participation Strategy Review

2nd March 2010

The staff group were involved in a meeting to discuss the ways the participation agenda is taken forward. They reviewed what was good and what needed developing and had a wide ranging discussion about Hear by Right and the other participation activity of the NYA.

Specific points offered as suggestions are outlined below and are integrated into the recommendations.

Points from meeting

- Use Hear by Right as a way of looking / assessing organisations
- Articulate what impact participation has with good evidence
- Offer consultancy – skills, expertise and develop tool
- Be clear about the NYA role in hybrid development of standards etc
- Young People are at the core of all of our work – use Practice what we Preach and if we are working with young people who are troubled and leading complex lives we have to make sure that there are enough resources and budget to support them so that they can be properly involved.
- When working with organisations who are not convinced of the importance of participation we need to find ways to get the door open.
- Hear by Right – staged approach important not to give organisations too much detail at first as it can overwhelm them.
- Internal links with four strands of NYA's current work
- NYA's participation offer needs to be actively built into the business plan with budgets for participation following the work and there being joined up thinking between the LGA and other work streams.
- We need to understand the relationship between Hear by Right and the wider participation agenda – in the early days people had to be actively challenging and 'pushy' and very strong advocates. This approach could be widened now where participation was established (what would be a good metaphor now?).
- Integrated Youth Support Services presents a changing external scene which the NYA needs to be in tune with.
- There should be a constant question, 'What is the job of participation work now?', to make sure that the NYA is addressing this well.
- The NYA needs to be confident about participation and do a marketing / selling job to make it more effective and more sustainable
- The NYA also has a campaigning role in supporting participation

Appendix 6: Bibliography and documentation list

A range of documentation has been used to provide background to the review. A comprehensive list can be found on the Hear by Right website <http://hbr.nya.org.uk/>,

Members of the working group submitted the following documents for the review:-

Participation Works – Impact Evaluation Report – De Montfort University – Jennie Fleming et al

Youth Participation in the North West – Improving Youth Participation - Dan Moxon
Regional Participation Worker NWRWU

Sharing the Learning on Positive Youth Engagement – Outcomes of Beacon Authorities – NYA

Youth Action and Engagement – Neighbourhood Renewal and Regeneration – Case studies from the NYA

Appendix 7: Terms of reference for the Partner Review Group

National Youth Agency Participation Strategy REVIEW GROUP

TERMS OF REFERENCE

January 2010

AIM

The purpose of the group is to bring together thought leaders, experienced practitioners in the field of youth participation and other key stakeholders to reflect on the role and contribution made to date by the NYA and to inform the direction of our future work and, in particular, how the NYA can most effectively contribute to the growing and increasingly complex pattern of youth participation.

BACKGROUND

The NYA has been a key contributor to supporting young people's participation, since its establishment, but particularly over the last decade. It has done this through active partnership with other organisations and by developing a range of resources and tools including 'Hear by Right' and 'Act by Right', and by seeking to capture evidence of the changes which have taken place at local level as a result of young people's participation.

We remain very committed to this important area of work. The purpose of this review therefore is to reflect on practice to date and propose a new or refreshed set of products which will enable the NYA to continue to contribute in a way that responds to demand, that complements and adds value to the work of others and which helps create positive change for young people in their lives.

Key drivers which have contributed to the need for review at this time include:-

- An organisation-wide consideration of our offer in order to maximise our twin aims of advocacy and improvement
- A reduction in central funding for this work as the BIG Lottery contract with the Participation Works consortium, of which the NYA is a member, draws to an end.
- The need for a refreshed strategy and rationale for the NYA to respond to the requirements of the LG Association, as a key partner in the work to date.
- The growing number of opportunities which are emerging to promote and facilitate the participation of young people in new fields such as health, housing and museums as well as in traditional areas like youth work.
- The future economic context of organisations that currently access participation services through the NYA.
- The impact of a potential change in government.

OBJECTIVES

To have an informed debate with key stakeholders in the field of participation in order to:-

- Review the effectiveness of participation work to date and get clear and open views of the impact of the NYA's contribution.
- Assess the impact of the influences listed above and look at potential risks and opportunities emerging from these.
- Consider the synergies and linkages with the related areas of youth leadership and volunteering.
- Hear suggestions from others in the field about how best the NYA can contribute in the future – what resources or approaches would most help their work.
- Outline the main areas and activities which the NYA should focus on in our future participation programmes in order to complement what others are doing.

MEMBERSHIP

The membership will be invited and will consist of individuals who are actively involved in participation at a strategic level or are key influencers/stakeholders, are able to contribute to the review and are able to support future work.

MEETING PATTERN

There will be two meetings -

- The first to be held on **16th February 2010** (at the NYA in Leicester) will be to scope the review and to highlight areas which need further exploration.
This will be followed by a period where the consultant collects information, analyses it, seeks the views and information from the group and feeds back.
- Second meeting to be held on **25th March 2010** where the research findings will be considered and possible strategic decisions suggested.

Appendix 8: NYA's Current Participation Offer

National Youth Agency Participation Strategy REVIEW GROUP 16th February 2010

NATIONAL YOUTH AGENCY REVIEW OF PARTICIPATION STRATEGY AND OFFER

Overview of NYA's Current Offer

1. Hear by Right

- Training and consultancy
- Resources
 - i. Hear by Right Self Assessment Booklet and Tool
 - ii. Hear by Right briefings, guidance and other materials
 - iii. What's Changed templates and examples
 - iv. Act by Right accredited programme
- Hear by Right Shared learning Website including completed maps and plans, resources and case studies from the Hear by Right user community; sections include Health, Museums, Housing, Children's Trusts and Youth Services
- Hear by Right training and materials as part of the Participation Works consortium.

2. Young Associates – Researchers

- Involved in a range of research including health issues, transport and leisure facilities.

3. Young Associates – Trainers

- Involved in a range of training including working on the CWDC leadership programme, NICE national consultations and as part of main programmes, including work with Museums and Archives.

4. The Youth of Today (TYOT)

- Core group of young leaders who co-devise strategy for TYOT
- Leadership and participation where young people are trained and supported to challenge systems and structures.

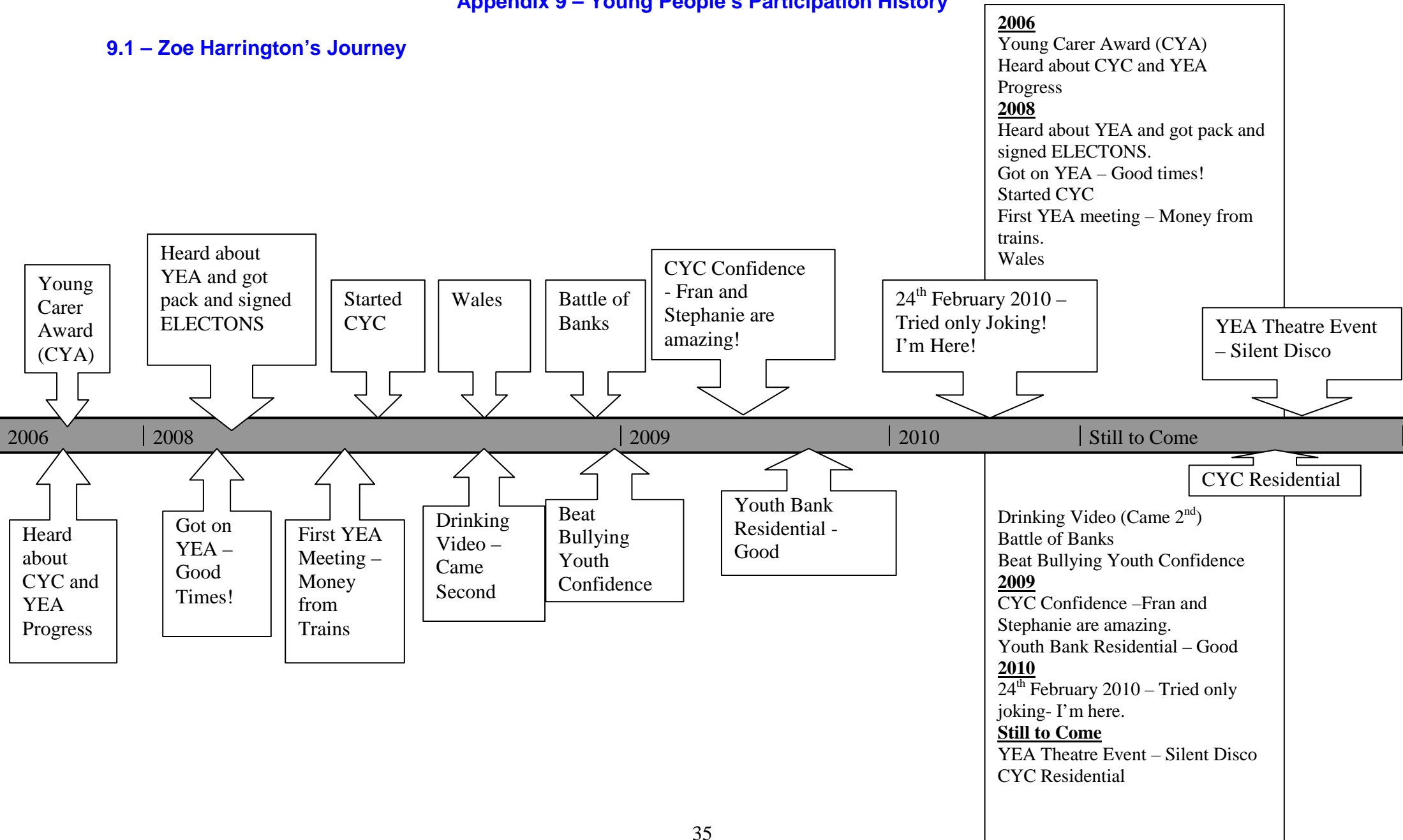
5. Young People involved in the Governance of the NYA as full members of the NYA Board.

6. Consultancy with other agencies has young people as integral to the process.

7. Youth Professional Status – young people are part of the consultation and development process.

Appendix 9 – Young People’s Participation History

9.1 – Zoe Harrington’s Journey



9.2 – Anthony Robinson’s Journey

Buses unreliable to get to all meetings

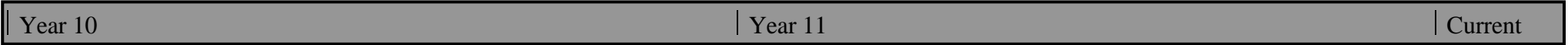
Events
 Battle of the Bands
 -Fun
 - Make better fun next year
 Youth Conferences Plunging
 -Fun
 -Good to get involved with

Problems
 -Time tool of all is limited so can only do one.
 -Also difficult to be taken loosely when planning.

Residential
 -Really fun, amazing and helps plan youth conference/ gives good diversity training.
 -Met all of CYC, well loads of friends.
 -Good to get to know people and get on with staff better.

Year 10
 School Council
 Buses unreliable to get to all meetings
 Commissioning-
 Bad times
 A lot of work and time
 Good involvement
 Training
 Got Asdan Award
 Lots of lists problems
 Overall a bit disappointing

Years 10/11
 Youth Bank (Fran)
 Lead onto commissioning
 Like the people, not a lot of work.
 Youth involvement



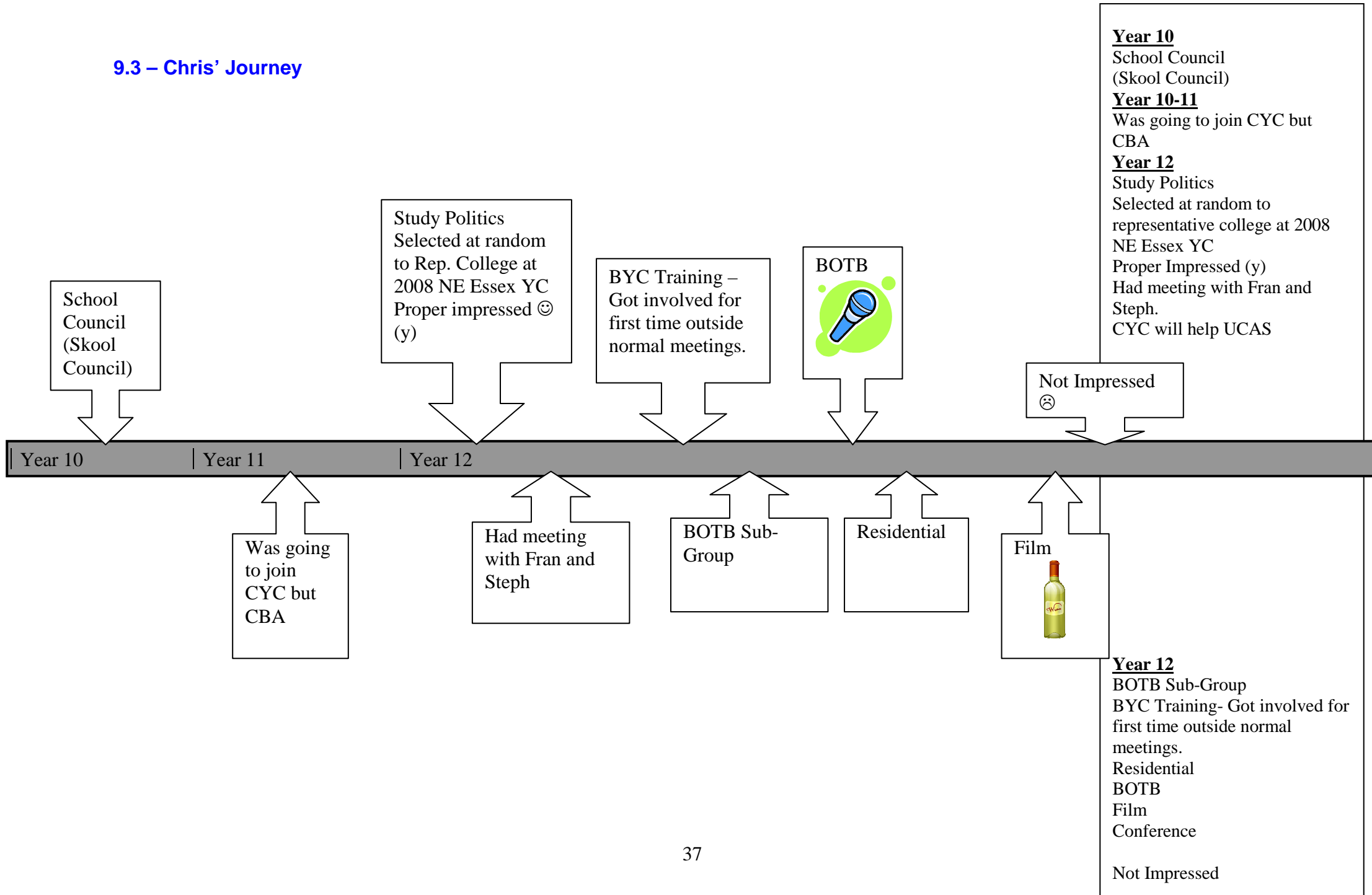
School Council

Commissioning-
 Bad times
 A lot of work and time.
 Good involvement
 Training
 Got Asdan Award!
 Lots of lists problems
 Overall a bit disappointing

Youth Bank (Fran Years 10/11)
 Lead onto commissioning
 Like the people, not a lot of work.
 Youth involvement

Website
 Designed- Not much happened.

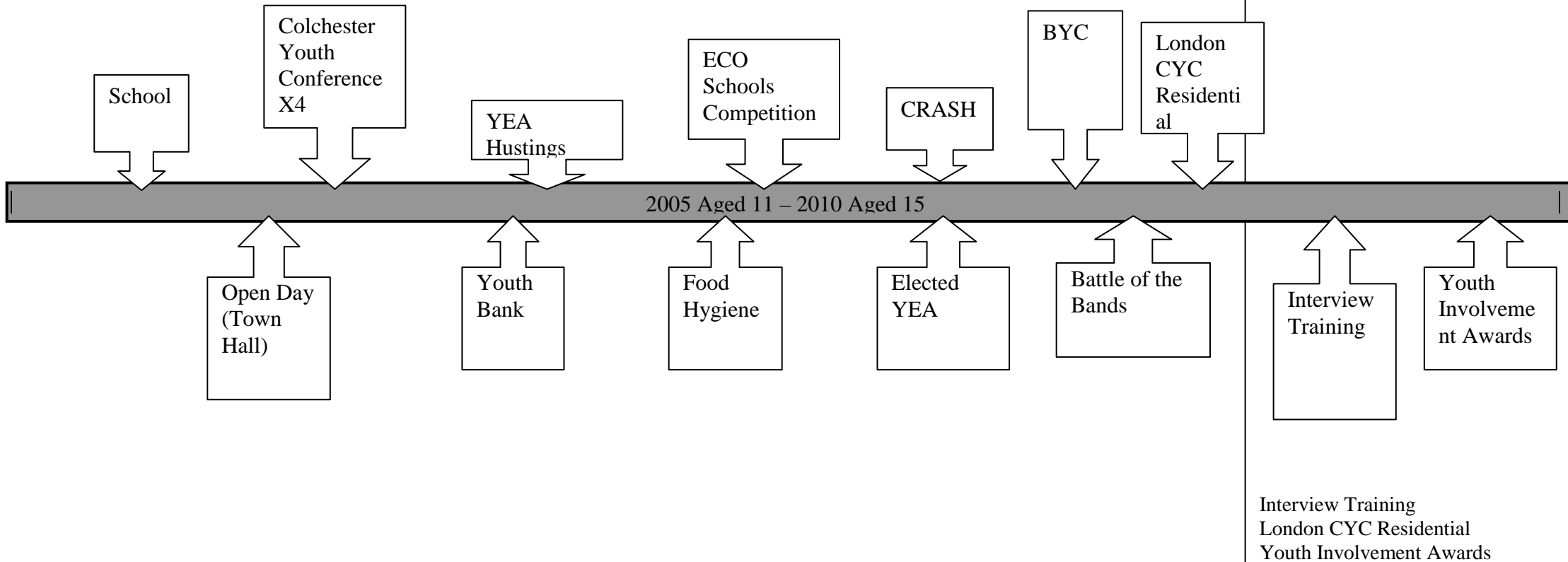
9.3 – Chris' Journey



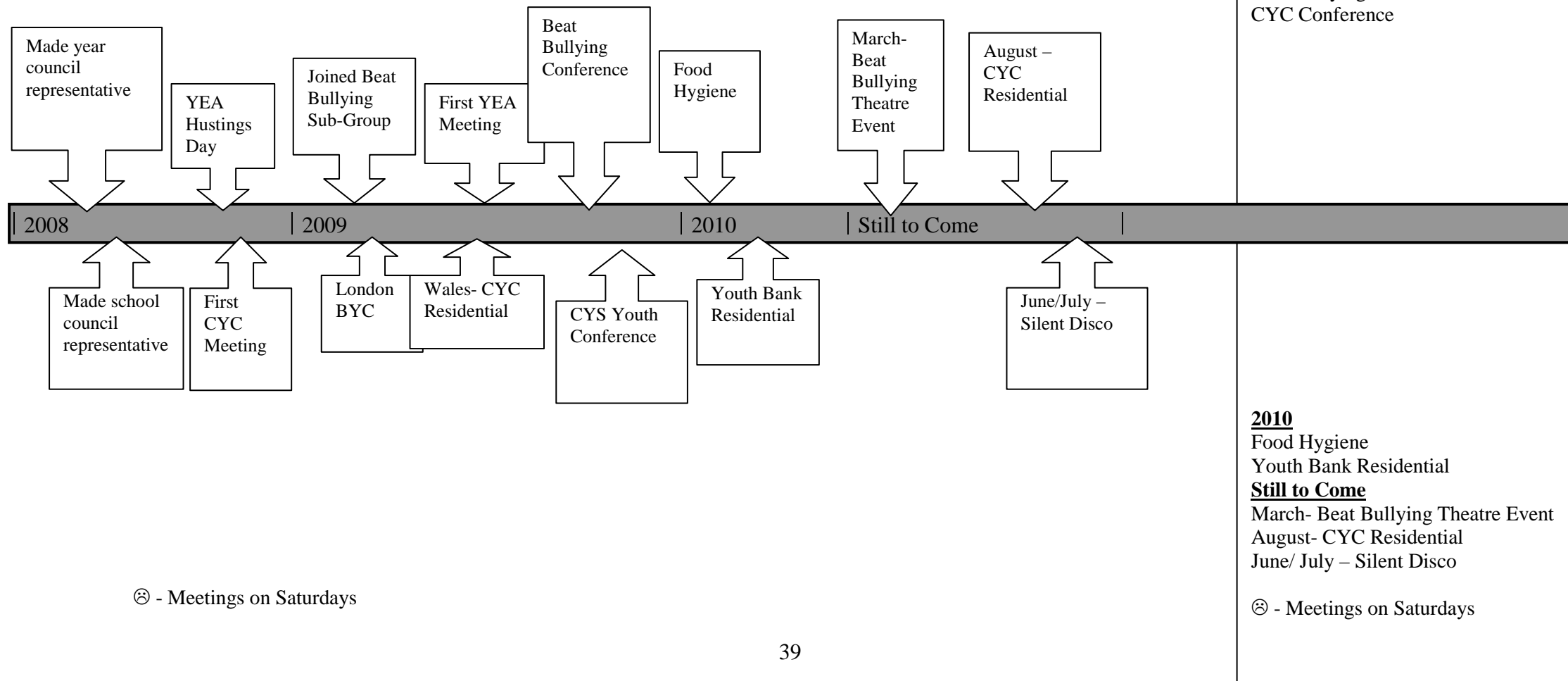
9.4 – Emily’s Journey

2005 (Aged 11) – 2010 (Aged 15)

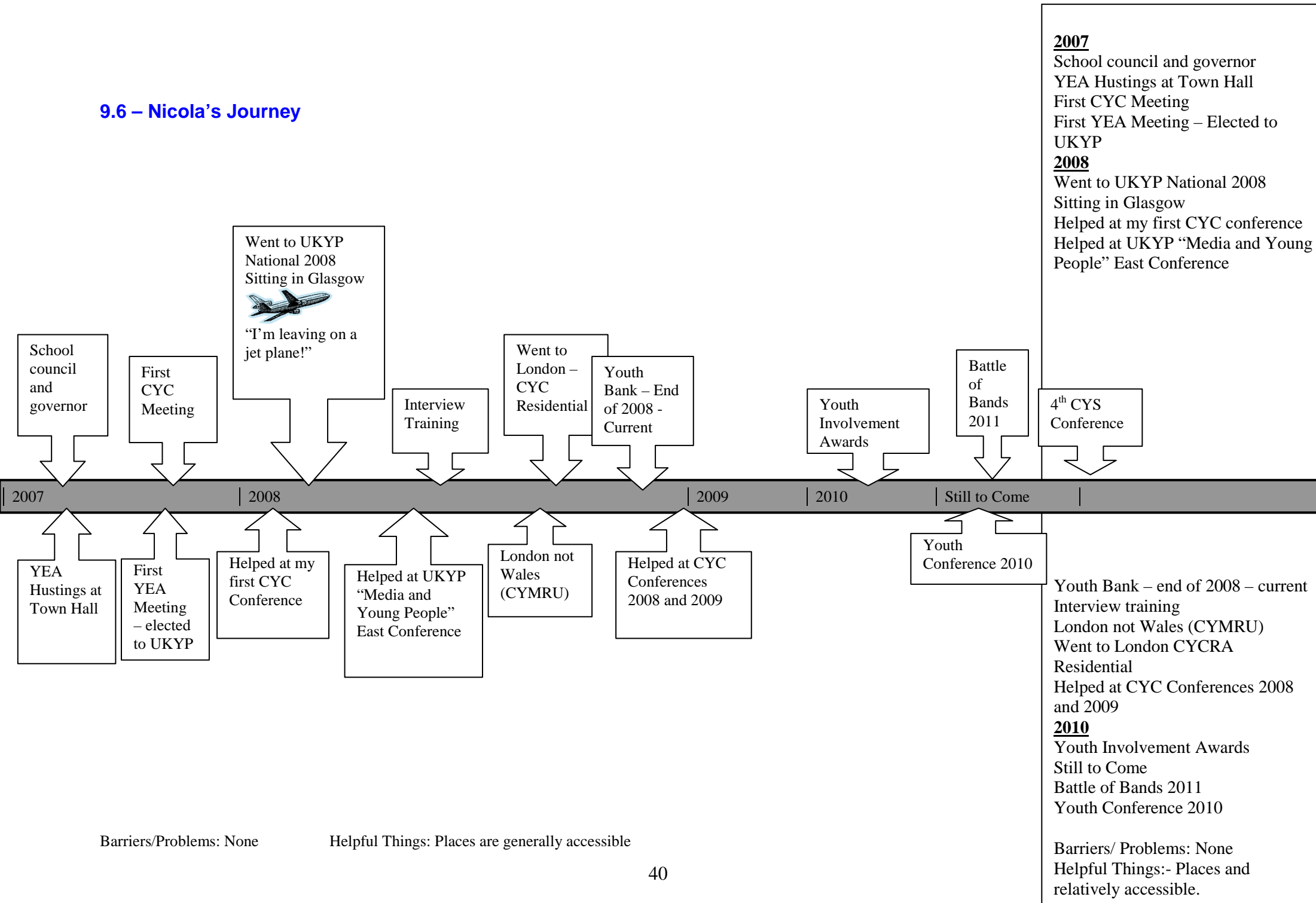
(No specific years specified)
 School
 Open Day – Town Hall
 Colchester Youth Conference x4
 Youth Bank
 YEA Hustings Day
 Elected YEA
 Food Hygiene
 CRASH
 Battle of the Bands
 ECO Schools Competition
 BYC



9.5 – Emily Ketteridge’s Journey

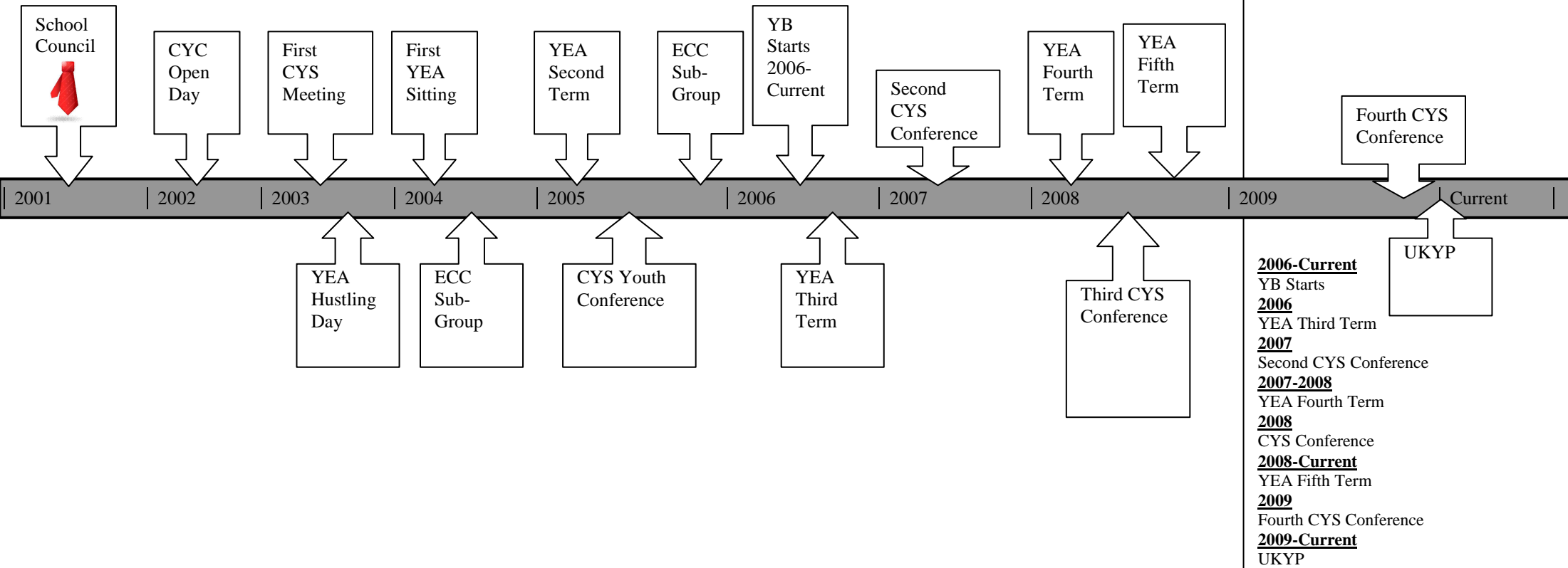


9.6 – Nicola's Journey



9.7 – Ricci's Timeline

- 2001**
School Council
- 2002**
CYC Open Day
- 2003**
First CYS Meeting
YEA Hustling Day
- 2004**
First YEA Sitting
ECC Sub-Group
- 2005**
YEA Second Term
CYS Youth Conference
ECC Sub-Group
- 2005-2006**
YSG



- 2006-Current**
YB Starts
- 2006**
YEA Third Term
- 2007**
Second CYS Conference
- 2007-2008**
YEA Fourth Term
- 2008**
CYS Conference
- 2008-Current**
YEA Fifth Term
- 2009**
Fourth CYS Conference
- 2009-Current**
UKYP