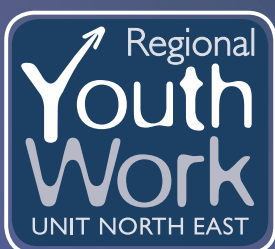




Participation Toolbox

**A review of resources to support
the development of young people's
participation in health services**

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Background

You're Welcome: quality criteria for making health services young people friendly

The You're Welcome (YW) quality criteria set out principles that will help health services, in hospital and community settings, to become young people friendly. They aim to improve the acceptability, accessibility and quality of services for young people.

First published in 2005, the You're Welcome quality criteria support implementation of Standard 4 of the National Service Framework for Children, Young People and Maternity Services. They are based on examples of effective practice working with young people under the age of 20. Updated in 2007, the second edition of the You're Welcome quality criteria covers the following ten topic areas:

- Accessibility
- Publicity
- Confidentiality and consent
- The environment
- Staff training, skills, attitudes and values
- Monitoring and evaluation, and involving young people
- Joined-up working
- Health issues for adolescents
- Sexual health and reproductive health services
- Child and adolescent mental health services (CAMHS)

A number of government strategies include reference to You're Welcome, and its profile is increasing locally and nationally. You're Welcome is highlighted in the National Strategy for Children and Young People's Health, Healthy Lives, Brighter Futures (Department of Health (DH)/Department for Children, Schools and Families (DCSF) 2009), the government's National Healthy Child Programme 5 – 19 (DH/DCSF 2009) and the national strategy to promote the health and well-being of children and young people in contact with the criminal justice system, Healthy Children, Safer Communities (DH/DCSF 2010).

In addition, the government's response to the national CAMHS (Child and Adolescent Mental Health Service) Review, Keeping Children and Young People in Mind (DH/DCSF 2010) and the Teenage Pregnancy Strategy Beyond 2010 (DH/DCSF 2010) recommend You're Welcome. National guidance from DH for commissioning abortion services highlights You're Welcome as does the revised statutory guidance on promoting the health and well-being of looked after children and young people (DCSF/DH 2009).

The criteria provide important guidance to support commissioning and service delivery based on good practice within health services regardless of setting. You're Welcome is a way to enable young people to access appropriate health services which meet their needs and to engage young people, laying the foundations for them to be lifelong effective health service users.

All Primary Care Trust (PCT) areas in the North East have signed up to implement You're Welcome and work to the national priorities for the roll out of You're Welcome in 2010. These include general practice, community pharmacies, health services in education and further education settings, contraception and sexual health services, GUM (Genito-Urinary Medicine) and abortion service providers. Significant progress has been made in rolling out You're Welcome in the region, with the first wave of services receiving their certificate of recognition for completing the You're Welcome self assessment and quality assurance process in March 2009. Working alongside other Government Offices, the North East has a regionally based network to support consistent implementation, supporting local areas to apply the You're Welcome quality criteria for making health services young people friendly. This arrangement encourages PCTs and Children's Trusts to implement locally owned, sustainable arrangements for You're Welcome.

The participation of children and young people is at the very heart of You're Welcome. In order for services to achieve You're Welcome, they must be able to demonstrate and provide evidence (in Section 7 of the self assessment toolkit) that they have in place systematic arrangements to enable the voice and influence of young people over services that are delivered. In delivering You're Welcome, the PCT and Children's Trust should ensure that the participation of young people is embedded from the outset, and that young people have shared ownership of the project within each PCT area. Young people in the North East have been involved in training health care providers, undertaken inspection/verification visits and participated in regional quality assurance and moderation processes. These young people have a real input into how You're Welcome is developed and delivered.

More information is available from the website yourewelcome@dh.gsi.gov.uk

Purpose and Scope

A wide range of resources, often developed through generic youth work practice, is available to practitioners and agencies to support the development of participatory work. Many of these toolkits and publications are being used within the North East region to build the capacity of health professionals and health services to meet the requirements of the You're Welcome initiative. Examples include national training programmes such as Act by Right and Ready Steady Change; national assessment frameworks such as Hear by Right and practice guidelines and toolkits. In addition there are training materials and other resources that have been developed at a local level sometimes with the active involvement of young people.

This report has been commissioned in order to capture what resources currently exist and to ascertain their relative qualities. The intent is to:

- Record the current participation resources being used to support young people's participation within the North East.
- Identify relative advantages and disadvantages of the resources.
- Identify gaps that may exist i.e. what resources need to be developed.

The report makes recommendations for future development and includes an analysis of appropriate resources and training to support participation work. The range of resources has been selected to cover various purposes and to reflect a variety of approaches and models. Overall the description and practice commentary should provide sufficient information to practitioners and managers wishing to develop specific projects and initiatives to select appropriate resources.

It was intended that the research would focus on generic participation resources with particular attention being paid to the current health work being undertaken within the North East with young people. In addition, it was intended to focus on resources which have been used to reach and engage particularly marginalised groups. The list of materials does not constitute a comprehensive review and there are many other publications and sources of support available to practitioners and managers. In presenting the materials the report has focused on the most popular and reflects the criteria above.

The intention has been to facilitate practitioners and managers in selecting appropriate resources from those listed in order to support a particular function or initiative. It may well be that practitioners will want to select elements from the individual resources in order to create a bespoke set of exercises to address a specific situation and/or audience.

In total 24 different toolkits, training resources and practice standards have been reviewed ranging from well known national initiatives to locally produced material. During the course of the research some respondents identified additional material which they have used but which was not generally available. In some cases the material was in the developmental stage and had not been published and in others it had been developed for internal use within particular authorities or services. In these cases the material has not been listed as it could not be accessed by others at this time.

Sources of Information

In compiling this report information has been gathered through a variety of sources including:-

- An internet based literature review examining the availability of resources and looking at case study material.
- A survey conducted by the Regional Youth Work Unit (RYWU) with members of the North East Regional Active Participation (RAP) Network. RYWU is a strategic development body supporting and developing youth work and youth services in the North East. The Unit is a focal point for both statutory and voluntary youth sector services to share information, highlight best practice, and coordinate the development of youth work in the North East. The RAP is a growing network, of participation workers, in the North East of England including professionals crossing all sectors and age groups of children and young people. RAP has an extended

membership from across the region that meet together to share good practice and promote participation work in its wider sense. The survey was carried out in March 2010 and 18 responses were received. Respondents were asked to comment on a range of resources and indicate if they were aware of them or had used them. They were also asked to identify any additional material which should be included in the review.

- A focus group with practitioners was conducted by the RYWU in March 2010 with 7 practitioners from across the North East region taking part.

The results of the data collection have been used to provide information about a range of different resources available to help workers develop participatory approaches and to inform that analysis by the experience of practitioners in the North East region.

Review of Resource Material for Youth Participation

Hear by Right – National Youth Agency

Description – standards framework/self assessment tool

Hear by Right is a well established standards framework for organisations across the statutory and voluntary sectors to assess and improve practice and policy on the active involvement of children and young people. It uses measurable standards to map the current level of young people's participation across a wide range of service providers and then strategically develop an action plan to further this.

The Hear by Right standards framework is designed to help secure sustained and beneficial participation of children and young people and to encourage continual improvement in an organisation's activities. It is intended to be applied to all services, including health, that affect children and young people, directly or indirectly. The framework encourages inclusion of a wide range of children and young people, while urging care in choosing approaches appropriate to different ages, abilities and understanding.

The standards require self assessment and are all evidence based. Evidence may be from paper, verbal records or direct observation and it may be gained from practitioners, managers, elected members or trustees (depending on the context) as well as from children and young people themselves.

Hear by Right is based around the Seven S model for organisational change i.e. Shared values; Strategy; Structure; Systems; Staff; Skills and knowledge and Style of leadership. For each of these seven standards, there are seven indicators. The standards are split into three levels of performance, emerging, established and advanced with each building upon the previous one. This ensures that young people's involvement is built in and not just bolted on. There are certain requirements that need to be met in order to meet each performance level.

Hear by Right is a flexible tool with a wide range of users. The standards framework has been used within local authorities, health providers, education environments, the voluntary, community and third sector as well as being part of the implementation of Children's Trusts.

The National Youth Agency (NYA) has produced a briefing paper entitled 'Hear by Right in Health Services: Children and Young People's Participation in Primary PCTs, hospitals and other health settings'. The briefing discusses how the NYA's Hear by Right standards framework can help ensure legal compliance and best practice on the safe, sound and sustainable participation of children and young people in health settings. It is aimed at trustees and strategic leads across health services and their partners including Strategic Health Authorities, PCTs, NHS Trusts and NHS Foundation Trusts. It indicates how health services can meet statutory guidance and explores how to use the Hear by Right standards framework at strategic and operational levels across partnerships and departments.

A comprehensive set of materials can be downloaded from the Hear by Right website <http://hbr.nya.org.uk> or printed copies can be purchased.

Commentary

Hear by Right is probably the best known and most consistently recognised and applied set of standards in relation to children and young people's participation. Everyone who took part in the survey and focus group was aware of Hear by Right and 69% of survey respondents had used the resource. As such it is a highly relevant benchmark in relation to the development of service practice standards and the development of participatory practice within service delivery. Its primary use will probably be as a self assessment tool rather than a toolkit for implementation. Most respondents thought that it was a useful resource but some felt that it was over long and wordy.

The briefing paper 'Hear by Right in Health Services' is a simple introduction to participation in health services and describes the advantages of adopting the approach and provides information and relevant contacts.

'Very easy to use and really good at supporting the planning of services and how they will involve children and young people.' (Survey Respondent)

'The information provided in Hear by Right is spot on' (Focus Group Participant)

'The ability to work your way through three different levels i.e. acknowledges progress throughout the process and not just when advanced level is achieved.' (Research Respondent)

Healthy Schools Standards

Description – standards framework

The Healthy Schools Programme is a joint initiative between the DCSF and the DH which promotes a whole school and whole child approach to health.

Healthy Schools is intended to deliver benefits in respect of:

- Improvement in health and reduced health inequalities
- Raised pupil achievement
- More social inclusion
- Closer working between health promotion providers and education establishments

Currently the National Healthy Schools programme has four core themes relating to both the school curriculum and the emotional and physical learning environment in school. The themes are:-

- Personal, social, health and economic education, including sex and relationship education and drugs education
- Healthy eating
- Physical activity
- Emotional health and well-being, including bullying

Each theme includes a number of criteria that schools need to fulfil in order to achieve National Healthy School Status. Although each theme covers a different area, they are all delivered using the whole school approach so the basic requirements are the same. Healthy Schools is not just about children and young people, it is about involving the whole school community.

The whole school approach is central to Healthy Schools. By adopting this approach, schools ensure full engagement with the whole school community and can secure sustained improvements.

There are ten elements to the whole school approach, including children and young people's participation:

- Leadership, management and managing change
- Policy development
- Curriculum planning and work with outside agencies
- Teaching and learning
- School culture and environment
- Giving children and young people a voice
- Provision of support services for children and young people
- Staff's continuing professional development needs, health and welfare
- Partnerships with parents/carers and local communities
- Assessing recording and reporting children and young people's achievement.

The Healthy Schools Programme has been in a transition period from September 2009, moving away from a criteria based model to an outcomes based model. The Healthy Schools enhancement model has been designed to help schools develop the wider thinking and planning they will need to do in order to achieve better outcomes and lasting behaviour change around health and well-being among children and young people, with a particular focus on providing targeted support for more vulnerable young people.

More information and supporting materials can be accessed from the National Healthy Schools Programme website <http://home.healthyschools.gov.uk>

Commentary

The Healthy Schools Standards will be of particular interest to organisations working within the education setting. They have been included because participation is specified as one of the elements of the whole school approach. Practitioners and service providers in other areas may not find them directly applicable.

National Children's Bureau Youth4U Young Inspectors – Look Listen Change (Gateshead, Hartlepool, Darlington, Northumberland)

Description – young person led inspection framework

Hosted by the National Children's Bureau (NCB) the Look Listen Change consortium includes the British Youth Council, KIDS (the disabled children's charity), the National Centre for Excellence in Residential Child Care and the Council for Disabled Children. The consortium works with local organisations across England to give disadvantaged and marginalised young people greater influence over services in their areas through the Youth4U – Young Inspectors programme.

The purpose of the Youth4U - Young Inspectors Programme is to:

- Increase the numbers and quality of opportunities for marginalised young people to influence services
- Help marginalised young people to engage their peers in influencing local policies and services across a wide range of issues including locality, health, neighbourhood renewal, transport and community services
- Enable young people to feedback both their and the views of their peers to local authorities and other service providers

The programme will support adult support workers in local organisations to recruit, train and support young people to investigate and assess how local services are doing and help them to improve things where they could be better.

The young people will be given the opportunity to achieve an accreditation through the programme.

To be eligible young people have to be 13-19 years old or up to 25 if they have disabilities and/or learning difficulties. More information is available on the consortium's website <http://www.looklistenchange.org.uk>

Commentary

Trained Young Inspectors have successfully been involved in verification visits as part of the You're Welcome quality assurance processes in the North East. Service providers within these four authorities may wish to build on this experience to benefit their own service settings.

The Look Listen Change Youth4U initiative is piloting the implementation of young person led inspection regimes across the country with four local authorities in each region participating in the initiative. Local practitioners are aware of the development but since the initiative is relatively recent none of the survey participants reported having had direct experience of the Youth4U scheme. Service providers within the four authorities may wish to consider if they can benefit from the young inspector approach to their own service settings.

Investing in Children – Membership Scheme

Description – young person led inspection framework

The Investing in Children Membership Scheme recognises and celebrates examples of imaginative and inclusive practice. Investing in Children membership is open to services that can demonstrate a commitment to dialogue with young people that leads to change. For many services the involvement of children and young people in decision making is well established whilst for others it will mean changes to the way things are done. Dialogue is seen as an interactive and ongoing process rather than a one off event.

Investing in Children are keen to make a distinction between 'consultation' where powerful people consult the powerless, and 'dialogue' where young people are seen as partners with a valid contribution to make to the design and delivery of services.

In order to achieve Investing in Children status services have to demonstrate that this is an inclusive process and that some young people are not prevented from making a contribution and that 'dialogue' leads to change.

The decision to award the Investing in Children certificate is based on the views and opinions of young people who use the service. The inspection/accreditation process is carried out by young people and the award is seen as the start of a continued commitment to dialogue and change, and is evaluated on an annual basis.

Investing in Children operates specifically across Durham Country Council and Newcastle City Council and is available elsewhere through the IIC Development Agency. Stockton, North Tyneside, Tees Valley CAMHS are some of the regional authorities and agencies participating in the wider programme.

As well as the membership scheme Investing in Children undertake a wide range of other child rights and participation based work including initiatives such as peer research and mystery shopping exercises.

More information about Investing in Children generally and the membership scheme in particular can be accessed by visiting their website <http://www.iic-uk.org>

Commentary

Investing in Children is active across the North East and has a relatively high profile within the North East region. The Investing in Children Membership Scheme was known to 80% of the survey respondents and 13% had first hand experience of the process. Membership in the Investing in Children scheme involves the payment of a fee in order to have the service evaluated by a team of young people. Once accepted the membership demonstrates a commitment to participation and the achievement of the practice standards set by the organisation. As such it is therefore a recognised benchmark of good practice.

'Young people are asked their opinions of the service and whether they have been listened to.' (Survey Respondent)

Turn up the Volume – Northumberland FACT Self Assessment

Description – self assessment tool/resources

'Turn Up the Volume' is a suite of tools to help services engage more with the children and young people who use them. They were developed by the Northumberland Family and Children's Trust by people from different services whose jobs related to the participation of children and young people.

Four tools/packs of materials have been developed:

- Turn Up the Volume Participation Principles – sets out the attitudes, resources, skills, strategies and policies necessary for adults to involve children and young people in deciding about the way services are run.
- A self assessment tool has been developed so that agencies can gauge how good their services are at engaging with, listening to and responding to what children and young people say.
- A planning tool is used to help agencies work out and record how to improve or maintain their present standard of participation within the services delivered.
- An evaluation tool is available which can be used with children and young people to gauge and record how participation has improved service delivery.

The Participation Operational Group of Participation Workers developed these tools over an 18 month period drawing on their experience and frameworks used elsewhere. They believe 'Turn Up the Volume' is unique among participation toolkits because it includes a measure of the impact participation has on services. All the tools have been tested and piloted in various projects and settings in Northumberland.

Copies of the toolkit can be obtained from the Northumberland County Council Family website <http://www.northumberland.gov.uk/default.aspx?page=4579>

Commentary

The resource materials were developed locally within Northumberland and have been successfully piloted and constitute a tested set of tools and self assessment resources. They would be relevant particularly for agencies undertaking work within the County.

'Very useful resource, we have referred to this publication and toolkit when undertaking participation workshops within the organisation.' (Survey Respondent)

'Simpler than Hear By Right but similar model. Again difficult to complete if you aren't working directly with young people.' (Survey Respondent)

Spice it Up – Save the Children (2002)

Description – resource material/toolkit

The Spice it Up toolkit was published by Save the Children in 2002 and contains a range of practical tools and ideas for engaging children and young people.

The main part of the book consists of descriptions of over 40 tried and tested activities that can be mixed and matched to put together session and activity plans to meet the needs of particular groups of young or operational situations. The activities cover everything from getting started, gathering information, long term planning, and evaluation and are designed to keep participants involved and engaged

All the activities are clearly laid out and are intended to be an easy to follow guide for practitioners with additional guidance on how they can be creatively adapted to fit different operational environments. At the end of the publication there is a section of menus of activities or session plans which have been put together based on the experience of running sessions all over the country and with all kinds of children and young people.

Save the Children believe the book is suitable for all professionals and organisations who work with children and young people including local authority workers, school teachers, play workers, youth workers, care workers and health professionals. The book costs £18.95 and is available from Save the Children <http://savethechildren.org.uk>

Commentary

Spice it Up is one of the more popular and well used set of resources and has been used by 60% of the survey respondents. It is seen by practitioners as containing a set of good exercises that can be used flexibly in a variety of settings.

'Very useful, several members of staff have used this material for participation work with service users.' (Survey Respondent)

'A good resource and have used this a lot over the years.' (Survey Respondent)

'Useful when starting out and good to use with services that are not traditionally working with children and young people.' (Survey Respondent)

Children's Workforce Development Council – participatory materials

Description – resource material/toolkit

The Children's Workforce Development Council's (CWDC) Participation Fund has supported the production of resources to support the involvement of children and young people in workforce development and reform. These resources have been gathered together along with examples and case studies to help agencies involve children and young people in different areas of workforce development. The resources are grouped into four areas:

- Appraisal and assessment
- Induction and training
- Recruitment and selection
- Workforce planning

The resources are available from the CWDC's website: <http://www.cwdcouncil.org.uk/participation/resources>

Commentary

This is a relatively new resource and as yet is not widely used. Of the survey respondents 68% had heard of the resource and 25% had used it. The information and exercises available have been developed to meet specific needs and to provide support in specific areas. As the resource develops it is likely to become more widely accessed.

'Decent resources in practice but not engaging in style or appearance.' (Survey Respondent)

Good Practice Guidelines for Healthy Youth Work – National Youth Agency (2008)

Description – good practice guidelines

The Good Practice Guidelines provide an evidence based and tested quality assurance tool for staff and managers in the public and voluntary sectors, commissioning bodies and other partners to assess the quality and effectiveness of this work.

Increasingly, work with young people to develop their personal, social, health and emotional development takes place in a wide range of settings and by people with a wide range of job titles. The NYA believes that these guidelines will be useful to:

- Workers with young people in non formal education settings, using youth work techniques and values. This could include workers in, for example, Youth Offending Teams and Youth Inclusion Programmes, Pupil Referral Units, Connexions or support staff in housing projects, as well as more 'traditional' youth work settings in the statutory or voluntary and community sectors.
- Managers in services working with young people, as a quality assurance tool to assess delivery and seek improvements.
- Commissioners of services for young people through Children's Trusts, PCTs or other providers, to set a baseline for delivery.

By offering criteria relevant to differing levels of activity around health work, they believe the guidelines are just as useful to a small local youth club offering two nights per week in a village hall as they are to larger centres offering a broad health based range of activities.

Hard copies of the guidelines cost £25.00, and include a CD with the guideline sections in electronic format. The guidelines are also downloadable from the NYA website <http://nya.org.uk/catalogue>

Commentary

The resource would be useful to service commissioners who are developing services for young people delivered through non clinical settings and/or in partnership with youth work agencies in order to develop appropriate delivery and service standards.

'Looking at the standards currently to see how they fit existing ways of work, as we are going through a transition to integrated service areas.'
(Survey Respondent)

'Common sense.' (Survey Respondent)

Participation Works – Resources/How to Guides

Description – resource material/toolkits

Participation Works enables organisations to effectively involve children and young people in the development, delivery and evaluation of services that affect their lives.

They are a national consortium made up of the following six agencies: the British Youth Council, Children’s Rights Alliance for England, NCB, the NYA, National Council for Voluntary Youth Services and Save the Children - England.

Their vision is that all organisations, agencies and services that affect children and young people will have structures and systems in place to respond to their ideas and priorities, and to work with them to bring about positive change.

Collectively, Participation Works has developed a comprehensive service provision for organisations and individuals who work with children and young people up to the age of 25.

They offer: training and consultancy; a national network of participation workers (the Participation Works Network for England); and an online Gateway that offers a wide selection of information, the latest news and supporting resources on participation. As part of the resources on offer they have produced a set of ‘How to Guides’ including:-

- **How to involve children and young people in commissioning** - This How to Guide provides an introduction to commissioning from a variety of perspectives.
- **How to support children and young people's campaigning** - This guide helps practitioners support children and young people to design, deliver and evaluate campaigns that bring about change.
- **How to build a culture of participation** - This guide provides information and practical ideas about how to embed participation throughout.
- **How to involve children and young people in designing and developing play spaces** - Together with Play England, Participation Works has developed a How to Guide aimed at all those involved in designing and developing play spaces for children and young people.
- **Great graffiti project (case study)** - Used graffiti art to talk to children and young people about mental health, tackle stigma about it and think about what gives them good mental health.
- **Young People and Governance** - This report details the findings of two online surveys carried out by the British Youth Council in March and April 2009.
- **Participation DVD (case study)** - A group of 10 young people produced a film about participation for staff induction or training.
- **How to remunerate and reward children and young people's involvement** - This guide will introduce some practical examples of how to remunerate and reward children and young people.

Participation Works has a dedicated enquiry service contactable on 0845 603 6725 or by email at enquiries@participationworks.org.uk. The case studies and other material can be accessed from their website <http://www.participationworks.org.uk>

Commentary

The Participation Works website is well known and well used all the survey respondents had heard of the resources and 80% had used and applied them. Workers generally have a high regard for the quality of materials available and the 'How to Guides' in particular.

Of particular interest to service commissioners will be the guides on involving children and young people in the commissioning process, involving children and young people in funding and involving children and young people in governance. In addition the website contains case study material relevant to the commissioning process.

Some practitioners had some reservations about the suitability of the material and whether it constituted an improvement on existing resources. To access the material individuals must register on the website which is free of charge and as members will receive regular bulletins and updates.

'Very simple to understand, give good advice.' (Survey Respondent)

'Generally very good resources.' (Survey Respondent)

'Some are very relevant and a perfect fit to tasks/information looked for, however some of the information was heavy and perhaps no better than what we already had.' (Survey Respondent)

'A decent resources in practice but too sprawling and they need to be adapted to suit our particular group.' (Survey Respondent)

Putting Participation into Practice – Young Minds (2005)

Description – resource material/toolkit

Young Minds is a national charity concerned with improving the emotional well-being and mental health of children and young people. Campaigning is a key element of Young Minds work and they are active in lobbying and in policy development. They see the views of children and young people as central and organisational priorities are driven by their experiences and opinions. They achieve this through the Very Important Kids initiative. The Very Important Kids panel is active in the North East. The panel members campaign regionally and feed into national policy making as well as talking directly to the media about their experiences and ideas on how to improve support for young people.

The Putting Participation into Practice guide is intended to provide practical information that staff in specialist Child and Adolescent Mental Health Services (CAMHS) and their colleagues in all services that work to promote the mental health and well-being of children and young people can develop to suit their own requirements.

The guide draws on the experience of Young Minds' researchers and consultants working with children and young people in many different services from across the UK. It provides an overview of participation practice from a range of sources including social care, child mental health, education, youth services and services for children with disabilities. Case studies are used throughout to illustrate ways of involving children and young people in service development and in individual decision making. The Putting Participation into Practice publication costs £6 and is available from the Young Minds website <http://www.youngminds.org.uk>

Commentary

This is a more specialist resource aimed at promoting good practice in participation within CAMHS and other agencies providing mental health services to young people and would be of interest to service commissioners, providers and practitioners. The results of the practitioner survey suggest that the resource isn't well known or used in the North East region with only 31% of respondents being aware of it and none having experience of using it.

Headspace Toolkit - Advocacy in Somerset Ltd (2009)

Description – resource material/toolkit

Advocacy in Somerset provides an advocacy service for young people and adults with mental health difficulties primarily for those who are in-patients in mental health hospital units and the Independent Mental Capacity Advocacy. They have produced the Headspace Toolkit, which provides information and advice on self advocacy for young people who are psychiatric in-patients.

The toolkit is designed to help young people who are in-patients of psychiatric hospitals. It provides information on young people's rights, what the law says, who they can talk to, what to do if they not happy about their treatment or care, and gives tips on how to speak up and get others to listen.

Young people who knew about being in a psychiatric hospital were actively involved in the production of the toolkit.

The toolkit is founded on three principles:

- Young people's right to know and request information that is balanced and accurate.
- Their right to express their views and to be fully heard in matters relating to them.

- That supporting them to access and explore these rights will ultimately lead to improved trust and communication between them and the adults involved in their care.

The toolkit comprises of a booklet which explains such things as young people's rights, answers some questions about what it's like for a young person being in a psychiatric hospital, gives information about the law, and has a jargon buster. There is also a set of power tools which are photocopiable sheets that allow the young person to present personal information about themselves and how they would like to be treated, as a means of asking questions, describe in what ways they are unhappy about how they are being treated and begin to plan for the future. Using the Power Tools should allow the young person to be more involved in their care and treatment and improve the communication between the young person and their adult carers. More information about the Headspace Toolkit can be obtained from their website www.headspacetoolkit.org

Commentary

This resource has been developed to promote the active engagement of young people who are patients in psychiatric hospitals and as such is one of very few sets of materials specifically developed for use within health work settings. It was developed in conjunction with young people themselves and would be of interest to any practitioner or service provider within this field. Two of the survey respondents have had experience of using the Headspace toolkit and felt it was a highly useful resource.

'I would score it 5 out of 5' (Survey Respondent)

Association for Young People's Health – Briefing Papers and Website

Description – briefing papers and online resources

The Association for Young People's Health is a new charity and membership forum intended to create a focus for practitioners working in the field of young people's health across the UK. It brings together professionals and organisations working to improve young people's health and well-being and by sharing learning and best practice it aims to promote and provide better services to meet young people's health needs.

The Association for Young People's Health has received funding from the DH for a project to share the learning from the Teenage Health Demonstration Sites. Funded by the DH the four sites were developed over two years. They aimed to develop innovative ways to improve young people's physical and emotional health services. Portsmouth, Northumberland, Hackney and Bolton were chosen to show how services can be developed in a wide variety of circumstances. Each

site developed services for young people in health and community settings and also took on specific work which targeted marginalised groups. The demonstration sites gained huge experience about building and delivering sustainable services for young people.

The project includes the production of a series of six briefing papers as well as the staging of regional dissemination events and the development of an online network through the Association's website.

Briefing Papers

The first three briefing papers have now been published and are available from the Association's website. The topic areas covered are:

- **Involving young people in the development of services** - This guide focuses on how to effectively engage young people in the development of services. It explores the reasons for involving young people and provides practical tips and resources for putting participation into practice.
- **Making your health services more accessible to young people** - This guide focuses on ways to improve the accessibility of services in health settings such as primary care, acute and community services.
- **Taking health services for young people into the community** - This guide is particularly useful for those involved in delivering, managing or commissioning health and wellbeing services in non traditional community settings such as schools, leisure and youth settings.

The final three papers have yet to be published but will cover:

- **Ensuring health services reach all young people**
- **Building strategic partnerships to improve young people's health**
- **How to plan health services for young people in your area**

The briefing papers can be downloaded free of charge from <http://www.youngpeopleshealth.org.uk>

Commentary

The three briefing papers produced so far provide a practical and accessible resource drawing upon the learning gained from the four Teenage Health Demonstration Sites. As such they are specifically targeted at the health sector and directly relevant to the You're Welcome practice standards.

Children's Society Online Disability Toolkit

Description – online resource and database

The Children's Society has developed an online database which provides an important opportunity to access resources and practice ideas. The database has been developed by practitioners and contains the Children's Society's publications and material as well as that from other organisations. It is a live resource that can be added to by participating organisations. The database contains material specific to promoting the participation of disabled young people as well as a wealth of other material.

The database is divided into two parts: resources and practice.

The resources have all been used and recommended by practitioners and they have provided information about each resource following the format below:

- How the resource was used with disabled people
- The young people's feedback
- How to get hold of it
- What it costs

Many of the resources can be downloaded from Children's Society website for free.

The practice section contains information about ways of enabling young people's participation that have worked well for other people. This could provide practitioners with ideas or prompt them to work in different ways with disabled children and young people.

The database is quick and easy to use. Both the resources and practice ideas are there to be copied, tweaked or fully adapted in whatever way is useful to practitioners and the young people they are supporting.

The database can be accessed through the Children's Society website <http://sites.childrenssociety.org.uk/disabilitytoolkit>

Commentary

The database provides a wide range of information on working with children with a disability including details of resources produced by different organisations working with disabled children and young people, information about where to access other resources that professionals have found useful in their work and examples of best practice in supporting disabled children and young people to voice their opinions. The resource will be of interest to anyone working with this client group.

Making Ourselves Heard – National Children’s Bureau/Council for Disabled Children

Description - handbook explores disabled children's participation

Making Ourselves Heard is a national project that promotes the active participation of disabled children and young people in all decisions and issues that affect their individual lives; the development of their local community; the strategic planning of services; the development of national policy; and the work of the Council for Disabled Children.

Opportunities for the majority of children and young people to participate in decisions and issues that affect them have increased significantly in recent years. However, these opportunities have not always been made available to disabled children and young people, particularly those with complex impairments.

The project has published 'Making Ourselves Heard: Exploring disabled children's participation' which is intended as a practice resource, to highlight the barriers and challenges to disabled children's participation and to give an overview of what works.

Based on a series of eight seminars with local authorities this book sets out the current policy context for disabled children and young people's participation, outlines the barriers and challenges to effective participation and highlights what is working well. It contains a wealth of good practice examples as well as signposting readers to further resources.

The Council for Disabled Children have produced a number of other publications which will be of interest to practitioners working with disabled children on participatory initiatives and they can also be found on the NCB website.

Copies of the handbook can be ordered from the NCB website and cost £12; the publication is also available as an ebook. <http://www.ncb.org.uk>

Commentary

Making Ourselves Heard will be of interest to those working with children and young people in both universal and specialist settings who wish to ensure that they are doing all that they can to effectively engage with and involve disabled children and young people.

Everyday Participation – UK Youth (2009)

Description – resource material/toolkit

This is an introductory guide for voluntary sector youth groups on the principles and practice of participation. Based on the views of young people and youth workers about what has worked for them, it is organised under three sections:

- understanding of what participation means, its history and values
- examples of how participation can be part of everyday work with young people
- guidance on how to put participation into practice.

Everyday Participation is intended to be a practical guide to making participation an integral and intrinsic part of everyday practice. It presents several case studies selected in order to demonstrate equality, empowerment and choice for young people. The activities contained are designed to assist the participants to make decisions, take responsibility and create their own set of rules. It includes methods of reviewing and self assessment for use by both the agency and the young people involved, discussion ideas and peer research. The book costs £15 and can be ordered on line from the UK Youth website <http://www.ukyouth.org>

Commentary

The Everyday Participation publication is a useful and applicable set of materials which supports the development of participatory approaches. It is seen by practitioners as a useful introduction to this type of work. In the region of 50% of the survey respondents were aware of the pack and about 25% had used it in their work.

'A useful introduction' (Focus Group Participant)

Youth Bank Toolkit

Description – resource material/toolkit

YouthBank UK is a grant making initiative run by young people for young people and it coordinates about 80 local YouthBanks across the UK including the Stockton YouthBank in the North East. YouthBank UK supports the development of the local initiatives through accredited and other training designed to improve the range of skills required for effective operation.

This toolkit is primarily intended for those involved in YouthBank initiatives and reflects the practice that has evolved in their grant making activity. It could also be applied to a range of settings where young people are involved in decision making. It includes sections on recruiting young grant makers; induction and teambuilding; agreeing grant making criteria; promotion and publicity and evaluating YouthBank work.

The toolkit includes tried and tested practical tips, group exercises and ideas from local YouthBanks across the UK. There are 40 exercises to take users through a step by step process to setting up and running a local YouthBank as well as quick digests and checklists to support the learning.

Exercises include:

- Our Community Good or Bad? - to help young people think about the priority needs in their area as a first step to developing their list of funding criteria
- Order Order - for young people to explore the different criteria that might be used in awarding grants and to prioritise them
- More than Giving Money Away - to encourage young people to appreciate the range of different tasks involved in YouthBank.

Copies of the toolkit cost £45 and orders can be placed by following the links on the YouthBank UK website <http://www.youthbank.org.uk>

Commentary

The YouthBank toolkit focuses primarily on developing young people to be part of a grant making programme although the material can be adapted for use in other settings. Where practitioners had first hand experience of using the materials they felt that it was a good quality resource.

'A good resource particularly for providing training in participatory grant making but also for wider use.' (Focus Group Participant)

Participatory Budgeting Unit Toolkit and Online Resource

Description – Generic toolkit for participatory budgeting (not youth specific)

Participatory budgeting directly involves local people in making decisions on the spending and priorities for a defined public budget. The Participatory Budgeting Unit is a project of the charity Church Action on Poverty, based in Manchester. It supports the public sector and community groups in developing participatory budgeting processes in their local areas and is working with the Department for Communities and Local Government in rolling out and supporting their programme of participatory budgeting pilots.

Participatory Budgeting is a generic approach across age ranges and the resources listed below are not specifically targeted at work with young people. However several of the Participatory Budgeting initiatives have focused on small grants and services for young people and the materials are relevant and transferable for use with the target group. Newcastle City Council has undertaken several Participatory Budgeting initiatives with young people and the work features as examples within the toolkits.

Online toolkit

The online toolkit enables users to access resources, information, case studies, tools and so on relating to Participatory Budgeting and the intention is to continually add resources and other material. When accessing the online toolkit there are three ways to find resources. Users can look at materials relating to different types of Participatory Budgeting initiatives including work with young people through ticking relevant boxes in the 'types of Participatory Budgeting' section. Alternatively it is possible to look at specific stages in the process through the process diagram or use the 'tag cloud' facility to find information about all other aspects of Participatory Budgeting. The toolkit and more information about participatory budgeting can be accessed through the Participatory Budgeting Unit website <http://www.participatorybudgeting.org.uk/toolkit>

A Toolkit for Participatory Budgeting in the UK Second Edition, October 2009

The published toolkit is meant to compliment and supplement the online resource toolkit. The published resource is set out into three sections:

Section A provides the background and context for Participatory Budgeting in the UK, and includes chapters on:

- What is participatory budgeting
- The challenges of participatory budgeting
- Models of participatory budgeting

Section B examines each stage of the process with the aid of case study examples. Each stage in the process has a matrix to enable initiatives to chart their progress against best practice and the case studies provide real examples of how best practice can be achieved for each stage.

Section C is the toolkit element of the package. The majority of the tools are either generic for any type of Participatory Budgeting model or are focussed on the small grants process. The Unit acknowledges that there are a growing number of initiatives looking at more strategic models for Participatory Budgeting but that currently the models are not sufficiently developed or are not available for transferable use. They do however provide some tools and 'think pieces' at the end of the toolkit to help those considering a more strategic approach.

The toolkit is available in printed form (£25 for individuals and voluntary sector organisations and £40 for private and statutory sector bodies) and also by electronic download (£15 and £30 respectively). Orders can be placed through the Participatory Budgeting Unit website <http://www.participatorybudgeting.org.uk>

Commentary

Participatory Budgeting is a relatively new initiative within the UK and is designed to involve the users in the commissioning process. Several authorities within the region have started to adopt this as part of their commissioning process particularly in relation to small grants and small capital works budgets. The Participatory Budgeting online toolkit contains several examples of initiatives carried out by Newcastle City Council. The resources will be valuable to commissioners interested in developing models of participatory practice within the commissioning process.

Supporting Young People's Participation in Decision Making - UK Youth (2009)

Description – toolkit for use with children and young people and adults

The toolkit introduces young people to the principles of youth participation. It explores key issues that influence the success of young people's involvement with decision making bodies and processes. It provides young people with a sound basis upon which to become involved in any participation experience.

The toolkit consists of 12 sessions and includes over 40 activities which enable young people to gain an understanding of the following areas:

- values and choices
- types of youth participation
- human and youth rights
- team work and problem solving
- communication and handling conflict
- types of decision making
- becoming confident in meetings and committees.

The toolkit cost £28 and is available from the UK Youth website <http://www.ukyouth.org>

Commentary

This toolkit is a well regarded pack of materials and is seen by practitioners as a good, simple resource which is easy to follow and provides a good introduction to the principles and practice of participatory youth work. It contains useful material for work with young people and adults.

'A good practice guide providing a basic introduction to youth participation work.' (Focus Group Participant)

Total Respect 2 – CROA Training Pack (2006)

Description – training material to be delivered by adults and young people to practitioners and managers

CROA (Children's Rights Officers and Advocates) is a membership organisation that supports professionals working within the field of Children's Rights. CROA has produced the Total Respect training resource which can be used for introducing listening, hearing and participation into organisations. The course is designed to be delivered by young people and adults to a mixed audience of frontline workers and managers. The intention is to make sure that young people's voices are at the centre of the training.

Based on feedback from their members the programme has been revised. The new edition of the training manual has a selection of exercises split into sections so that users can tailor the training to their specific needs and circumstances. The other materials that are needed to deliver the training including the course handbook for participants are available separately and the costs vary according to the quantity ordered. The cost of the course pack itself is £145 (Members Rate) and is available from the CROA website <http://www.croa.org.uk>

Commentary

The Total Respect package is one of the more expensive resources and is geared for delivery by a mixed team of children and adults. It is most suitable for rolling out awareness raising of participatory approaches across an agency. The materials can be adapted and used in different contexts. Practitioners in the North East have used the resource extensively in the past but the general feeling was that it may have been superseded by more recent developments.

'Have used extensively in the past but now use the Ready Steady Change materials.' (Focus Group Participant)

Act by Right – National Youth Agency (NYA)

Description – accredited skills training pack for young people

Act by Right is a skills workbook, developed by the NYA in conjunction with young people as a young persons training programme. It is intended to compliment the Hear by Right practice standards and is accredited by ASDAN (Awards Scheme Accreditation Network). It takes children and young people through five stages of a journey to develop their knowledge and skills to take effective action and make change happen. It is rooted in the UN Convention on the Rights of the Child,

which is the international human rights framework that promotes the full participation of children and young people to help secure their rights to a fulfilling, safe and secure upbringing.

It recognises that children and young people need the chance to develop knowledge and skills to work together to get things done and make the changes they want to see where they live.

The accredited workbook is split into five units:

- Unit 1: Getting to know each other and representing others
- Unit 2: Getting to know the community
- Unit 3: Getting ready for action
- Unit 4: Campaigning for change
- Unit 5: Finding out what's changed

Act by Right was first published as a printed workbook in 2004, and has been made available as a free online resource since September 2009.

The original ring bound workbook can be purchased for £25 + £3.50 post and packing from the NYA website <http://www.nya.org.uk> and the online resource can be accessed from <http://www.actbyright.org.uk>

Commentary

This is an accredited learning package aimed at young people who want to develop their skills and understanding of youth participation and to adopt a campaigning approach to change within their local communities. If accreditation is an important aspect of the particular setting then this is a highly useful resource. It is a highly regarded brand and the young people who successfully complete the course will receive an accredited training award.

'Good for young people but challenging with children or young people who are not necessarily used to participating.' (Survey Respondent)

Hearing Unheard Voices – Training and Campaign Toolkit – UK Youth

Description – resource material/toolkit/training provider

The Hearing Unheard Voices (HUV) project is a new initiative launched in early 2010 by UK Youth and is intended to give young people the skills and opportunities to speak up to shape services, through media and campaigning activities. HUV is open to groups of young people aged 11-18, with a particular focus on those who are rarely heard such as homeless; carers; refugees; lesbian, gay, bisexual and transgender (LGBT); black and minority ethnic (BME); disabled, parents and those who do not get on well with school or training.

There are four strands to the HUV Project these are:

The Steering Group

As the Steering Group for HUV local influence groups from the nine regions of England are responsible for setting the agenda. They decide which direction HUV should go in and are involved at every stage of the project. The Steering Group meet up at residentials throughout the year to talk about what youth services affect them and how they can implement change within them.

Campaign Challenge Toolkit (2010)

The aim of the toolkit is to give youth workers the resources to be able to provide Campaigning and Media activities to their groups, learning new skills whilst also having the opportunity of participating in UK Youth's accreditation - Youth Achievement Awards.

HUV Social Network website

The HUV website was due to go live in February 2010. The website will be used to showcase the campaigns that youth workers and young people are working on in local groups, examples of best practice and how campaigns have helped influence decision makers. There will also be a big focus on social networking so that young people can invite friends to join in, and support the campaigns.

E-Reporters

The e-reporters are young people who will work as a virtual community through the HUV website with the main task of being reporters in their local communities.

As well the Campaign Challenge Toolkit agencies will also be able to access training activities and events delivered by the project. More information about the HUV Project can be accessed through the UK Youth website <http://www.ukyouth.org>

Commentary

HUV is a new project only launched in early 2010 and as such the approach and materials are not yet being actively used within the North East region. The approach focusing on the involvement and engagement of marginalised groups gives the initiative a distinctive edge and makes it relevant to organisations where the desire is to engage hard to reach young people. There is an emphasis on campaigning work and the Campaign Challenge Toolkit is potentially a valuable resource supporting this aspect of participation. The approach and materials will be applicable within health service settings. One respondent from the survey was just starting to use the campaign pack.

Ready Steady Change – Training Course and Training Materials

Description – training materials/training provider

Training materials

The DCSF funded Children's Rights Alliance England to develop and disseminate a comprehensive set of training and tools to increase children's and young people's effective participation in decision making.

This training pack includes two comprehensive training handbooks for use with adult decision makers and children and young people, a 45-minute DVD and promotional materials. Detailed handouts cover 'rights and the law,' 'messages from research' and an 'A to Z of participation'. The pack was funded by the DCSF and developed with help from over 40 organisations and 100 individuals.

The pack costs £75 including postage and can be ordered from the Children's Rights Alliance England website <http://www.crae.org.uk>

Training Courses

The Ready Steady Change courses are delivered by Participation Works based on the original material. It is a one day training course that introduces participants to a selection of training methods and tools to build skills and knowledge in increasing children and young people's effective participation in decision making. The course content is flexible and practical, covering individual as well as organisational change, and uses a simple model for driving change - values, change and action. The tools are easy to use and adaptable to participants' own organisations.

The course is for all individuals involved in participation work. It is suitable for all levels of staff and volunteers, including policy makers. Aims of the course are:

- To increase knowledge about children and young people's participation in decision making
- To increase skills for relating to children and young people as individuals with the right to equal respect and dignity
- To develop a strategy for creating long lasting change in a particular setting or organisation

By the end of the course delegates will:

- Have a basic understanding of the legal and policy context for children and young people's participation in decision making
- Recognise how personal values and attitudes affect relationships with children and young people
- Be aware of the many different approaches of hearing children and young people and supporting them to be heard and taken seriously

Places on courses can be booked through the Participation Works website <http://participationworks.org.uk>

Commentary

Ready Steady Change is a well known and well used set of materials and the training programme accessible through Participation Works is perceived as high quality and relevant by practitioners. The training materials are seen as being of good quality, flexible and adaptable to different settings. The materials and training have been used and found helpful within health service settings.

'Excellent stuff – very good training tools and materials.' (Focus Group participant)

'Very good – useful materials and great handouts and good learning material for developing participation.' (Survey Respondent)

'Good resources, easy to deliver. Can be adapted to meet different levels and styles.' (Survey Respondent)

'We worked with a group of young people to adapt the materials to meet our needs. The young people have delivered several training sessions to staff based on this material.' (Survey Respondent)

Involving Young Researchers: How to enable young people to design and conduct research - Save the Children (1999)

Description – resource material/toolkit

This book looks at the challenges and benefits of involving young people in research in order to improve a range of public services and gather information from young people.

It demonstrates how young people can be competently and usefully involved in designing and conducting research. It goes on to examine the issues surrounding whether to involve young people as researchers, and the ways in which they can participate in the different stages of the research process. The book costs £9.95 and can be ordered from the Save the Children website <http://savethechildren.org.uk>

Commentary

This is a useful reference book and starting point for practitioners who are interested in developing peer research approaches.

Young Researcher Network Online Research Toolkit – NYA

Description – resource material/toolkit

The Young Researcher Network (YRN) was launched by the NYA in the summer of 2007. Its purpose is to encourage and support young people's active participation in quality research that facilitates their voice and influence on policy and practice and contributes to their empowerment. Since launching it has trained and supported a wide range of national, regional and community based groups of young people (aged 11-25) to undertake research and evaluations. They work with organisations in local and central government, health and social care, education, the media, the voluntary and private sectors.

The YRN Research Toolkit pages, accessible through the National Youth Bureau website, are for young researchers and those who work with young researchers. The toolkit is intended as a guide to each stage of the research process, from finding and defining a research interest to sharing the findings and making change happen. Each stage can be read independently although it is suggested that they are followed through in order stage by stage.

- Deciding on a research topic
- Find out as much as you can about the topic area
- Planning for change
- Writing your research question
- Planning how you will get answers to your research question
- Research ethics
- Reporting research findings
- Plan how you will tell people about your research findings

Additional resources are available for each stage of the toolkit. The online resource can be accessed by following the links from the NYA website <http://nya.org.uk>

Commentary

The website provides access to the YRN Toolkit which is a step by step guide to establishing a peer research initiative. The website provides a lot of additional case study and support material and constitutes a really valuable resource.

Conclusions

Overall there is a wealth of tried and tested material available to practitioners and service providers to facilitate their development of participatory work within their operational environments. The material is readily available through some excellent and extensive websites and is relatively inexpensive or free to access.

Whilst the bulk of resources are fairly generic in nature there are some which are aimed at more marginalised groups and specific operational environments. At the current time however there does not appear to be a wealth of material readily accessible which is specifically targeted at the health sector.

Whilst guidance and toolkits seem easily available to support most participatory approaches the web search and subsequent discussions with practitioners failed to identify a specific resource to support services in the implementation of 'mystery shopping' initiatives. This would appear to be a specific gap in the accessible material and may merit further investigation.

The feedback from the practitioner's focus group suggests that many participation workers use the available material as sources for developing customised session plans and courses to meet the specific requirements of their role and groups. They are generally able to do this as a result of their experience of working with young people on these types of participatory initiatives. This mix and match approach maybe more difficult for less experienced practitioners, or staff not at ease with working directly with young people in group work settings. This may point to the need to develop a specific resource in relation to the participatory element of 'You're Welcome.' An alternative approach might be to access inputs from specialist participation workers or support in the form of coaching and programme planning.

During the course of the web search element of the data collection process a number of case studies of practice from within the region and/or within the health sector were examined. The range of examples was not particularly wide and tended to be too lacking in detail to or too out of date to be useful to practitioners and service providers seeking to implement the 'You're Welcome' quality criteria. As the programme develops it might be worth considering establishing a process whereby regionally based case studies from within the health sector can be collected and disseminated.