

**The Hear by Right resources include:**

- Hear by Right book
- Electronic mapping and planning tool
- Building standards – tools to involve children and young people
- Involving children and young people: an introduction
- Children's and Young People's Trusts briefing
- **WHAT'S CHANGED – A TOOL TO RECORD AND EVALUATE WHAT HAS CHANGED BECAUSE OF GENUINE DIALOGUE WITH CHILDREN AND YOUNG PEOPLE** ✓

hear by right

standards for the active involvement  
of children and young people (2005)



# What's Changed

## Participation Outcomes Tool

**Name of organisation:**

Surrey Youth Focus

**Date:**

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The National Youth Agency



Local Government Association

[www.nya.org.uk/hearbyright](http://www.nya.org.uk/hearbyright)

## What's Changed – Participation Outcomes Tool

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**Name of organisation:** Surrey Youth Focus  
**Name of project:** Knaphill Outside Light Youth club  
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 (01483) 453962 [marie.silvester@surreyyouthfocus.org.uk](mailto:marie.silvester@surreyyouthfocus.org.uk)

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**The issue raised by children and young people:**

3

Evidence from	Listening	Action	What's changed
<b>Organisation</b>	‘There is a youth club open on Monday evenings, but on other nights the teenagers have no where to go’ (Local Resident)	<p>Outside Light decided to set up a youth club under their organisations name.</p> <p>A plan was put together to try to set up a once weekly youth club with some assistance and guidance from Surrey Youth Focus.</p>	‘ The young people now have somewhere to go of an evening when the other youth club is closed’ (Parish Councillor)
<b>Specific children and young people</b>	<p>‘Me and my friends had nowhere to go – So were just mucking about on the green’ (Young Person, 15)</p> <p>‘I put some ideas to outside light that I would like a youth club open on another night’ (Young person, 14)</p>	<p>‘We were being asked if we would use a youth club on different nights in a different location – I then asked if I could help, and to which I helped design the new leaflet for the youth club’ (Young Person, 15)</p> <p>‘Outside Light started coming out onto the green on Thursday nights to play football with us – I suggested that this should be the day the new youth club be opened’ (Young Person, 15)</p>	<p>‘ I now have somewhere to go two evenings a week instead of one’ (Young Person, 14)</p> <p>‘I’m really happy we have a youth club on another day of the week now, because it is getting closer to winter and I’m glad i’ll now have somewhere warm to go in the evenings’ (Young Person, 16)</p>

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**Other children and young people and the wider community**

‘ The local teenagers are hanging around on the green where I like to take my dog for a walk in the evenings, but have found it too daunting since they have started hanging around there’ (Local Resident)

‘I felt that apart from Mondays, my teenage son had nothing to do in the evenings’ (Local parent)

‘ I helped to promote the youth club, by dropping of leaflets to the local houses’ (Resident)

‘As we were working under our organisation we had all the necessary policies and procedures, but I spent my time making sure that these were all OK’ (Outside Light Worker)

‘The local teenagers will now be attending the youth club more often, leaving the green a great place to walk my dog again’ (Local Resident)

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**Improved outcomes for children and young people:**

This projects meets the every child matters improved outcomes for young people in many different aspects. These are –

- Being healthy
- Staying safe
- Enjoying and achieving
- Economic wellbeing
- Making a positive contribution.

The project runs every Thursday evening at 7.30pm – 9.30pm for older teenagers. There are currently 3 local adult volunteers, and this number has the potential to increase. On opening night there were 34 young people who signed up to become members.

## How to fill in the *What's Changed* tool

### Making the case for participation

*"If the people who are supposed to be the beneficiaries of change do not know that it is happening – then it probably is not happening."*

**Lord Herman Ouseley, former Chair of the Commission for Racial Equality**

Using this tool can prove that things have changed to show that participation has been worth it. Prove it to the organisation, the funders and most importantly to the children and young people themselves. How were their voices heard? What happened next? What's now changed for the better for them? And you can show how these fit with the Every Child Matters outcomes.

This tool records the most important evidence of change, which is that from the children and young people themselves. It is essential that they tell their story in their words of evidence of dialogue and evidence of change. (This model was developed by *Investing in Children in Durham*.)

You can use these examples to celebrate their achievements of what's changed. The NYA is very keen to share your examples of on our website and in Young People Now magazine to build a body of evidence of participation outcomes. It doesn't need to be a complex issue, just change for the better!

### Completing the tool

- 1** Please write contact details of organisation and lead person.
- 2** Describe the issue that the children and young people raised / have been involved with and when.
- 3** This row of evidence is from the perspective of the (adult) organisation / project. Describe how the issue was initially raised by or with children and young people (Listening); how they were involved in planning and action (Action); and what is now different (What's changed).
- 4** This row of evidence is from the children and young people who directly participated in the dialogue and process of change. It should describe their own view on how the issue was initially raised (Listening); how they were involved in the planning and action (Action); and their view on what is now different (What's Changed). This evidence should include direct quotes from young people involved to demonstrate agreement of change having taken place, i.e. starting 'we...'
- 5** This row of evidence is from others that can understand and agree the change that has resulted from the children's and young people's participation. It is more likely that they will be able to comment on what tangible change can be seen (What's changed) rather than how the issue was initially raised (Listening). Again, where possible, please include direct quotes.
- 6** Here you can record which of the outcomes from Every Child Matters has been met. It may well be more than one of the five: Being healthy, Staying safe, Enjoying and achieving, Economic wellbeing, as well as Making a positive contribution.

## Worked example of *What's Changed*

This is a simplified (real-life) example to show how to use this tool			
Issue or concern raised by children and young people: <b>Developments at the Youth Centre (June 2004)</b>			
Evidence from	Listening	Action	What's changed
<b>Organisation</b>	Young people told us that they wanted various developments at the Youth Centre. Consultants from Market Towns initiative came to the Youth Centre to talk to Young People.	A local county councillor became involved to work alongside a youth worker with a group of young people to support them in attending a Market Towns Initiative meeting with their development ideas as a bid for funding.	Young people now use the outside ball court when it's dark as there is now lighting. They have a shelter they use as a meeting place. Greater understanding and improved relationships grew between the Youth Centre, the local councillor and young people.
<b>Specific children and young people</b>	We were asked for specific ideas on what needed to be developed at the Youth Centre.	We put together our ideas of what we wanted improving. We attended a Market Towns initiative meeting to put our proposal forward and were successful.	We got Market Town's money to generally clean up and improve the facilities outside the Youth Centre. This included a shelter, lighting for the ball courts and painting the fences and walls.
<b>Other children and young people and the wider community</b>		Other members of the youth clubs were kept informed of what was going on.	The Youth Centre looks better; we are able to use the ball court and the shelter. The whole area looks smarter. Customers of the local swimming pool also use the shelter.

**Improved outcomes for children and young people: staying safe; enjoying and achieving; making a positive contribution**

**Share your examples** locally and nationally by sending a copy to [activeinvolvement@nya.org.uk](mailto:activeinvolvement@nya.org.uk). They will appear on our web pages at [www.nya.org.uk/whatschanged](http://www.nya.org.uk/whatschanged). Some will also appear in Young People Now magazine.

See also *Hear by Right* web pages at [www.nya.org.uk/hearbyright](http://www.nya.org.uk/hearbyright).

**Further information and support** is available by contacting the Active Involvement team at The NYA on 0116 242 7406, [activeinvolvement@nya.org.uk](mailto:activeinvolvement@nya.org.uk)

*Hear by Right* (2005), published by The National Youth Agency, is available priced £10.00. Tel: 0116 242 7427; e-mail: [sales@nya.org.uk](mailto:sales@nya.org.uk)