

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

What's Changed – Participation Outcomes Tool

1 Name of organisation: Surrey Youth Focus
 Name of project: Lingfield Youth Club
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2 The issue raised by children and young people: The local youth club had closed down, and now the young people had no youth facilities in the local area to attend.

| Evidence from | Listening | Action | What's changed |
|---|--|--|--|
| 3 Organisation | 'When the local youth club closed down in December 2009, the young people began to have no where to go on a Friday evening, which started to become a nuisance' (Parish Councillor) | The Parish Councillor and local residents discussed the possibilities of reopening the youth club. The overall thought was that it was doable, but they would need some support from other partner agencies. Surrey Youth Focus was invited to a meeting. A plan was put together to try to set up a once weekly youth club with assistance and guidance from Surrey Youth Focus. | 'There is now a great positive alternative for young people' (Parish Councillor) |
| 4 Specific children and young people | 'I really enjoyed going to the other youth club, and missed it' (Young Person, 16) 'I suggested that we should still have a youth club, and asked if there was any way that this was possible' (Young person, 14) | 'I wanted to be involved as much as possible, and asked to be on the Youth Committee' (Young Person, 13) 'I helped to fill out some funding application forms' (Young Person, 15) | 'I have made a lot of new friends since the new youth club opened' (Young Person, 12) 'I really enjoy going to the youth club on a Friday, and my parents like it too' (Young Person, 13) |

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Other children and young people and the wider community

‘Since the closure of the old youth club, the young people of the area have been hanging around the streets’
(Resident)

‘Reports of anti social behaviour was slowly starting to increase’
(PCSO)

‘My two teenage children used to go the youth club on a Friday night, but since it’s closure, they have nothing to do on a Friday’
(Local Parent)

‘I wanted to help out as much as I could with this youth club as I did not want it to close like the last, so I volunteered to become the treasurer’
(Resident)

‘I wanted the local young people of the area to feel a part of the project, so got them involved as much as possible’
(PCSO)

‘I started gaining advice on how to apply for funding and how to write out the relevant policies and procedures, and generally making sure all the legalities were in order’
(Local Resident)

‘The youth club is currently going well, and the young people are really enjoying having somewhere to attend on a Friday evening’
(Resident)

‘The local young people really enjoy coming to the youth club, and Friday evening anti social behaviour reports have dramatically decreased’
(PCSO)

‘I now volunteer as a worker and feel very lucky to have this opportunity as I am learning so many more skills’ (Local Parent)

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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.

A committee has been formed at the youth club in order to ensure that the youth club is constantly able to reach it's full potential and to also ensure that there is room for any future developments.

The project runs every Friday evening.

There are currently 7 local residents who have become adult volunteers, and this number has the potential to increase.

On opening night there were 21 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: Developments at the Youth Centre (June 2004) | | | |
| Evidence from | Listening | Action | What's changed |
| Organisation | 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. |
| Specific children and young people | 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. |
| Other children and young people and the wider community | | 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. They will appear on our web pages at 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.

Further information and support is available by contacting the Active Involvement team at The NYA on 0116 242 7406, 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