

**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:** Redhill Youth Club  
**Contact:** Marie Silvester – Youth Development Worker  
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**The issue raised by children and young people:**

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Evidence from	Listening	Action	What's changed
<b>Organisation</b>	<p>'Anti-social behaviour has increased in recent years, due to young people not having any where that they can safely go of an evening'            (Local Police Officer)</p>	<p>The police officer contacted Surrey Youth Focus, whom arranged a meeting to discuss what possibilities were available for a youth club for the young people of the area of Redhill.</p> <p>A multi-agency meeting was then organised, to discuss the set up of a once weekly youth club in the area, with assistance and guidance from Surrey Youth Focus.</p>	<p>'The anti-social behaviour has already decreased on a Friday evening and we have only been open a matter of weeks! I believe that this is because we are giving the young people of the area something positive to concentrate on and look forward to'.            (Local Police Officer)</p>
<b>Specific children and young people</b>	<p>'I already attended a youth cafe on a Friday after school, but when it finished at 6, I had nothing better to do than 'hang around' on the streets'.            (Young Person, 14)</p> <p>'I went to the Christmas fayre in 2010, to tell the youth club organisers what I thought would be good to have in the youth club'.            (Young Person, 15)</p>	<p>'I joined the youth committee group and help to design the kitchen, and choose what equipment that I wanted at the youth club'.            (Young Person, 14)</p> <p>'I helped design a letter to invite a lot of people to come to our 'big' opening'.            (Young Person, 13)</p>	<p>'There are a lot more teenagers around my age, than I thought that there were in Redhill – So I have made a lot of new friends'.            (Young Person, 12)</p>

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

‘I have always had a concern that young people had very little to do in the area as there was only a youth cafe that finished by 6 on a Friday – I now feel a lot more at ease that my two teenage children will have somewhere safe to go on a Friday evening’.  
(Local parent)

‘We have happily assisted with the set up of the youth club, and hope that it will sustain for many years to come’.  
(Anonymous funder)

‘I have recently become a volunteer at the youth club – I not only see it has ensuring that young people have something to do, but I see it as my way of giving something back to the community, as I attended youth clubs when I was a teenager. I also attended the training course which was provided, and found it very beneficial and informative’.  
(Local Resident)

‘The young people of Redhill now have something positive to do, which they have made ‘their own’, in designing different areas of the youth club and choosing what they work like to do weekly’.  
(Youth Worker In Charge)

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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 Young Peoples Committee has been formed in order to ensure that the youth club is constantly reaching its full potential and that the young people are always being consulted when there are decisions to be made.

The project runs every Friday evening from 7 – 9.30 for Years 7 to Years 12.

There are currently 14 local residents who have become adult volunteers, and this number is increasing regularly. On opening night there were 25 young people who signed up to become members, and this number has increased slightly since.

## 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)