

Annex A

Involvement Strategy for Yor-OK Children's Trust 2008 -2011

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On behalf of Yor-OK Involvement sub-group
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Definitions

In the Yor-OK involvement strategy **involvement** includes all work that encourages engagement, participation, consultation as well as active involvement in service planning, delivery and design. **Participation** means seeking opportunities for children, young people and families to take active roles in designing, developing and delivering services. The involvement strategy covers work **with children and young people 0-19 and their families** (including parents/ carers as well as broader family networks). The involvement strategy seeks to ensure children, young people and families participation and engagement in **all services** that affect children and young people.

Mission Statement

The Yor-OK Children's Trust seeks to place the Involvement and Participation of children, young people and families at the core of its work, and adopts the following mission statement (adapted from Article 12 of the UN Convention on Rights for the Child):

'The Yor-OK Children's Trust is committed to ensuring that the views of children, young people and families' are taken account in decision-making, planning, development, design and delivery of services. The trust will treat all children, young people and families no matter their age, ability, social or ethnic background as equal partners and their views, will be taken fully into account in all decision-making.'

Key Principles

- Yor-OK Children's Trust will act as a leader in the field of children, young people and families involvement in York and will promote and co-ordinate good and inclusive practice across its constituent organisations.
- Involvement and participation of children, young people and families remains the responsibility of all organisations and practitioners working with children or young people. Yor-ok Children's Trust expects organisations to ensure that children, young people and families involvement is included in strategic and operational development and delivery.
- Yor-OK Children's Trust seeks to develop and promote excellent practice across its partners in involvement, participation and engagement work and will work to model approaches which empower all children, young people and families to take the lead.
- Any involvement work undertaken should work in appropriate ways with children and young people most affected by it, should be realistic in terms of what it sets out to achieve and should feedback results and changes to those who took part.
- Yor-ok Children's Trust recognises that the involvement and participation of children, young people and families needs to be adequately resourced in terms of expertise, time, money, organisational systems and structures and supported by a culture of openness, mutual respect and listening in order to achieve these high standards.

- Where organisations are signed up to Yor-Ok it is the responsibility of all of the services to ensure that children, young people and families are fully involved in the planning, design, delivery and evaluation of those services and to monitor the progress of this work.
- York Children's Trust advocates the use of Yor-Ok Hear By Right standards in order to evaluate effectiveness and progress (**see Appendix C**).

Legislative Framework

Children's Trusts have a duty to:

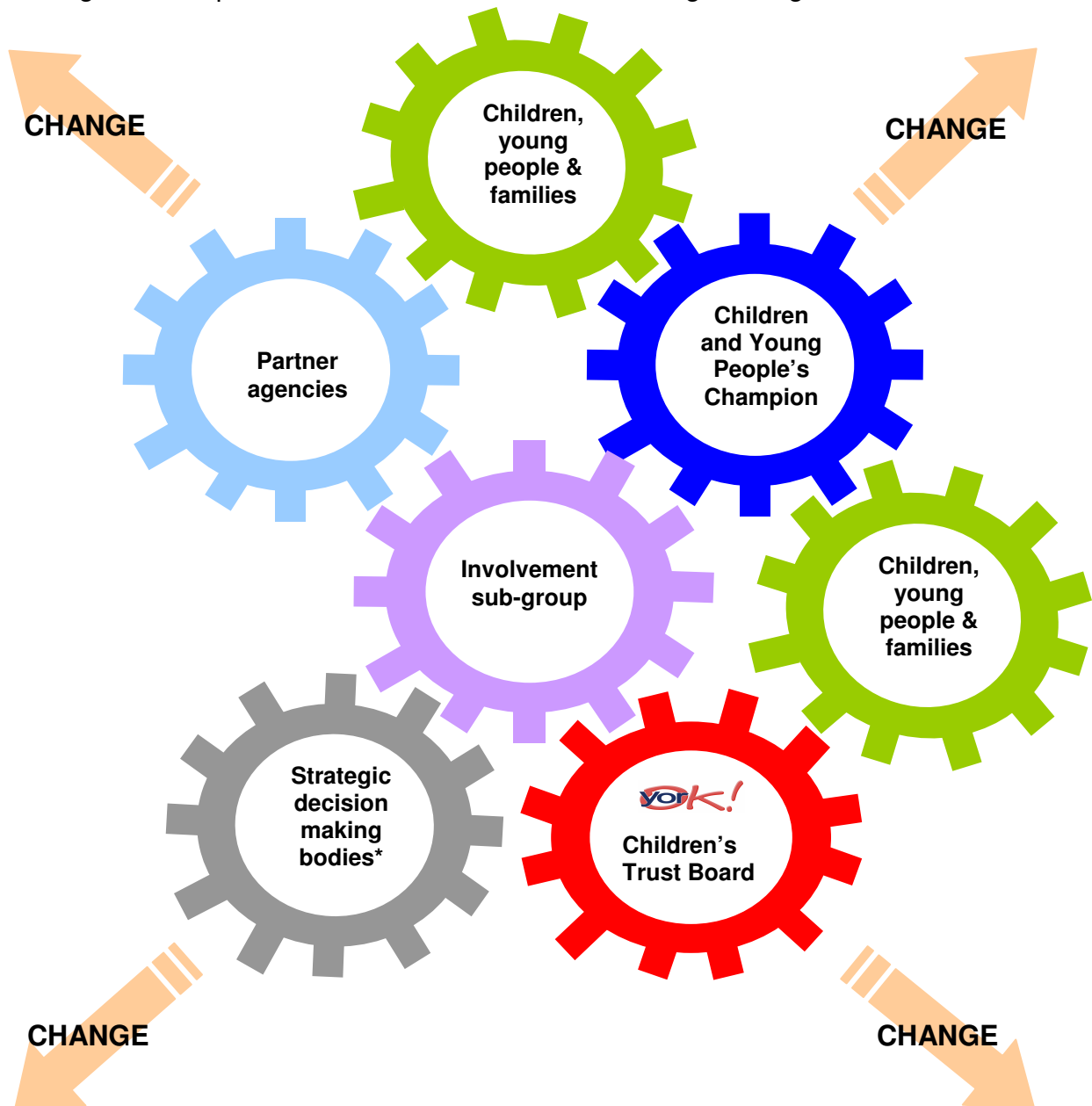
'Engage with their users ... to improve the way in which services are planned organised and provided' Children's Trusts – Ministerial Foreword.

All constituent bodies of the Children's Trust have an explicit requirement to take on board the views of children and young people in their decision-making (for more information on Legislative Frameworks see Appendix C). Further emphasis on a national level has been placed on empowering children, young people and parents to engage with services through the comprehensive spending review which aims to set the direction travel for service between 2008-11.

Structures - Involvement Sub-group

The Involvement group is a subgroup of the Yor-OK Children’s trust board. The Involvement group will continue to over-see and promote the involvement and participation of children and young people in all its activities. This group will report to the main children’s trust board and will include a representative from main trust board, Senior Officers and Practitioners from the constituent organisations and will invite others with relevant expertise. More information about involvement can be found at www.yor-ok.org.uk

The group will facilitate links with other key positions and groups within the Yor-Ok partnership associated with involvement and participation work. It is anticipated that by ensuring communication and co-ordination across these groups, information and changes in one part will facilitate movement and change throughout.



* These include democratically elected members as well as other senior personnel bodies across York.

Support

Support for Involvement work is available through the Yor-Ok Trust Involvement group - a partnership of key practitioners who are committed to:

- Providing advice and support to groups designing and undertaking involvement work
- Providing and developing the Yor-Ok website that will draw together good practice both locally and nationally in involvement work.
- Providing a database of all involvement work that has occurred and is occurring across the city in order to monitor progress, identify key messages and avoid duplication. Identifying key areas for involvement work
- Ensure the provision of training opportunities to support good practice
- Establishing standards for good practice in involvement and participation work
- Monitoring and evaluating involvement and participation work across the City.

Involvement Group Membership

The Involvement group should contain representatives from the organisations below plus other representatives from organisations in the city who can provide expertise especially for working with the most marginalised groups.

- CYC Children's Trust Unit - chair
- Representative from main trust board (as of 2007 Lead elected member for Children's Services, CYC)
- Lead elected member for Youth and Social Inclusion
- City of York Council
 - Youth Service – (Voice and Influence worker)
 - Educational Development Service
 - Children's centres
 - CYC Play Team
 - CYC Management Information Services LCCS
- Voluntary Sector
 - York CVS (Council for Voluntary Service)
 - Children's Society
- North Yorkshire and York PCT
- York Hospitals Trust
- Police

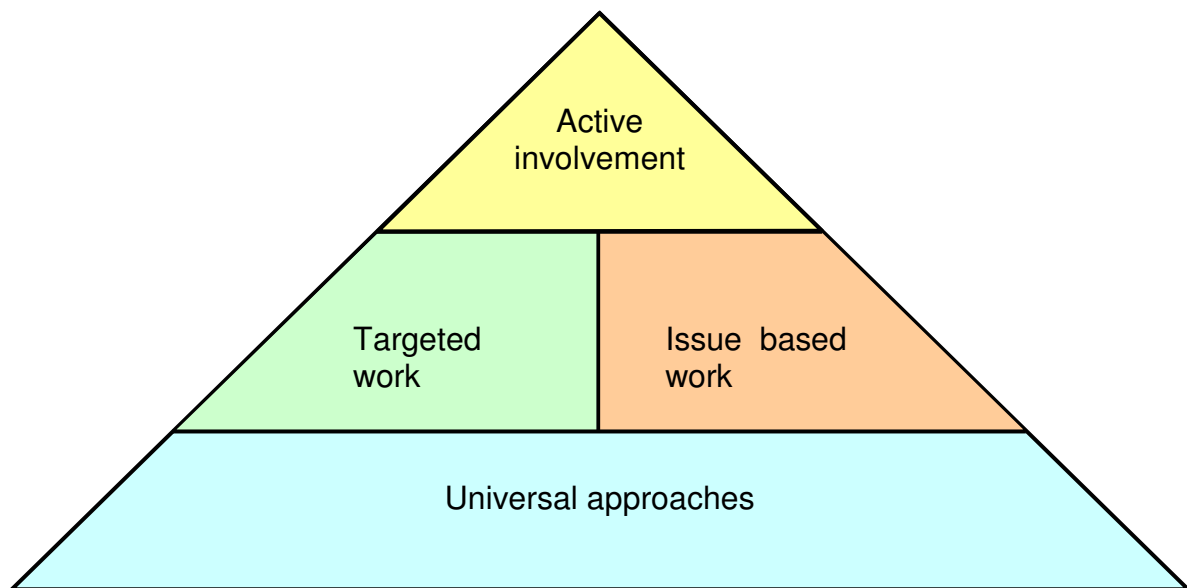
You can contact the involvement Group via the Children's Trust Unit on 554463, or by email on ctu@york.gov.uk.

Multi-layered Approach

The strategy promotes a multi-layered approach to involvement and participation work, which encourages a broad range of children, young people and families to express their views and experiences. This is based on equality of access and equal opportunities and takes account of the diverse needs of children, young people and families.

Involvement work needs to occur at the everyday level of practice, ensuring that children, young people and families are involved in everyday interactions. This serves as a building block for broader participation and involvement work at other operational and strategic levels. Involvement work needs to be part of an ongoing process which enables participation at a number of levels, from engagement, through consultation to shared power and decision making. Involvement requires an investment of time by staff in supporting children, young people and families to ensure they are able to participate fully. Decision making and planning need to be seen as part of a process of engaging and listening and ensuring all voices are heard, from the youngest child.

Involvement and participation work will be promoted via a plethora of events and means not solely via one process and provide opportunities for participation and involvement at different levels, and paces, as appropriate. Involvement, participation and engagement work is based on a genuine partnership between professionals, decision makers and children, young people and families.



Direct work with children, young people and families

Universal approaches

These provide the building blocks for the strategy, ensuring that in each interaction with children, young people or families participative methods of working are employed. It is important that universal approaches are accessible to all children, young people and families, and the appropriate methods are adopted to ensure this. Alongside this, wide spread participation is sought, working through structures, importantly, school councils as well as informal networks to engage children, young people and families in a broad range of issues. Adopting a variety of approaches to appeal to and engage children, young people and families. Allowing them to contribute to setting the agenda as well as respond to it.

Targeted approaches

Proactively ensuring that vulnerable children, young people and families at tier 2 as well as those at tier 3 and 4 are able to contribute and be involved. Adopting methods and approaches that are relevant and accessible.

Issue based approaches

Starting with key questions or issues and seeking to engage children, young people and families who are most affected by them. Adopting methods and approaches that are relevant and accessible.

Actively involving children, young people and families

Ensuring that children, young people and families' involvement moves beyond consultation, listening to them and actively engaging them in the development of policies and services. Through activities such as participating in governance, mentoring, volunteering, delivering training or undertaking research and ensuring that these approaches are well considered and supported to enable real participation. Also ensuring that children, young people and families have direct access to decision makers including elected members.

Marketing, promotion and communication

Seeking to raise the profile of involvement and participation work across the City, highlighting issues as well as celebrating the contribution that children, young people and families make to developing high quality services. Ensuring that children, young people and families are aware of their rights to be involved and know how to engage effectively. Providing clear and swift feedback about the impact of their involvement. Celebrating children and young people's active participation and achievements.

Capacity Building

Working to develop resources and materials, promoting forums for sharing good practice and experiences and providing training in order to develop skills around involvement and participation work. This will be undertaken both with staff to ensure they have the skills and knowledge necessary to work effectively and with children, young people and families, ensuring they have the skills, support and experience necessary to be actively involved. Accreditation should be available where appropriate to celebrate and recognise where these skills have been gained.

Co-ordination

The involvement group acts as a key contact point to co-ordinate and develop involvement work across Partners, working across the City to facilitate the sharing of policies and good practice. Working to co-ordinate involvement and participation work undertaken, ensuring groups aren't over consulted, and drawing together conclusions to inform service development and delivery.

Standard setting and evaluation

Drawing together standards from partners in order to establish standards for involvement and participation work across the City and promote and develop excellent practice. Monitoring progress in involvement work across the City in order to evaluate and set strategic development aims.

Resourcing

Providing a key contact point to draw together existing resources in order to effectively develop and co-ordinate work and ensure that work undertaken reflects the needs of children, young people and families rather than convenient organisational boundaries. Collectively working to maximise use of resource and seeking additional resource for the work.

Appendix A: Review of Progress and Examples of Involvement and Participation

Background

Summary of progress against the strategy

The previous strategy identified themes of work and priorities. Much progress has been made since then. A quote from the Annual Performance Assessment 2007 Self-evaluation Up-date illustrates this:

'The production of the second Children and Young People's Plan in 2007 has also prompted a significant improvement in the way in which the authority has listened to the views of young people and, where possible, responded. Where once the involvement of young people was the exception, now it has become standard practice.'

What has been achieved

- There is an involvement sub group which co-ordinates and prioritises involvement work
- Standards for involvement work have been developed
- Collaborative working and information sharing has increased
- Children, young people and families are more aware of the work of Yor-OK Children's Trust
- A Children and Young People's Champion has been elected
- Children and young people have been involved in recruiting key positions in the City
- Capacity building and training has been delivered
- A wide range of involvement work has happened involving diverse groups at appropriate levels
- Creative approaches to involvement work have been adopted including using animation, DVD production, big brother diary room and peer research as well as mystery shopping, postcard campaigns, questionnaires and interviews.
- Additional resources for involvement work have been secured

Examples of involvement work can be found below.

Messages emerging from this work

- Involving children, young people and families in service development continues to be taken seriously in the City.
- There are many examples of good practice, we need to share and build on the experience of workers, children, young people and families.
- Involvement work needs to be an ongoing process, where children young people and families are engaged, involved and the results are fed back and used to implement change.
- Children, young people and parents are keen for their views to be heard –There needs to be a number of different ways of achieving this.
- Children and young people would like more opportunities to be involved in peer support and mentoring.

- Where children, young people and families are involved in service design and delivery the resulting services are tailored to more effectively meet their needs.
- The system for collating this work is developing well but is not yet complete.

Conclusions

Following the review of the work the following conclusions have been drawn together, using the Hear by Right framework.

Shared Values	
<p>We have:</p> <ul style="list-style-type: none"> • The Yor-OK Children’s Trust adopted a clear mission statement, based on the UN convention on the Rights of the Child, which shares the values of active involvement of children, young people and families. • All partner organisations have agreed these shared values. 	<p>We need to:</p> <ul style="list-style-type: none"> • Develop a pledge which informs children, young people and families about how all services will involve them.

Strategies	
<p>We have:</p> <ul style="list-style-type: none"> • Developed a co-ordinated strategic plan. • Raised the profile of involvement and participation work and ensured that the principles are embedded in other plans across the organisations (Children and Young people’s Plan). 	<p>We need to:</p> <ul style="list-style-type: none"> • Make links with other strategies around workforce development, HR and training. • Establish more effective regional and national links to participation networks. • Coordinate approaches to training and capacity building across organisations and the community and voluntary sector.

Structures	
<p>We have:</p> <ul style="list-style-type: none"> • Achieved a high level of activity in involvement and participation work across the City- with at least 45 pieces of work bring undertaken since the strategy was launched, although there is not data for the previous period to compare this with. • Adopted a wide range of approaches to ensure that a diverse range of children, young people and families were able to participate at appropriate levels • Ensured broad representation and involvement in a wide range of issues. 	<p>We need to:</p> <ul style="list-style-type: none"> • Continue to ensure that marginalised groups are able to participate fully and that the diverse population of the City is represented. • Support and increase children, young people and families involvement in governance structures in appropriate ways at strategic levels, including engagement in commissioning of services. • Increase children and young people’s involvement with in local democratic decision making structures.

Conclusions cont...

Systems	
<p>We have:</p> <ul style="list-style-type: none"> • Enabled a more co-ordinated approach to involvement and participation work to be adopted. The launch of the Yor-OK website will further develop this, enabling the sharing of policies and good practice in involvement work as well as co-ordinating approaches and results. • Involved young people in quality assessing some services, through schemes such as Leading Improvement for Looked After Children (LILAC). 	<p>We need to:</p> <ul style="list-style-type: none"> • Establish standards for the involvement, participation and engagement of families. Increase follow up on consultation processes ensuring that messages from children, young people and families are acted upon. • Celebrate achievements and inform children, young people and families of developments based on their involvement.
Staff	
<p>We have:</p> <ul style="list-style-type: none"> • Involved children, young people and parents in the recruitment of key staff, although work could be done to broaden opportunities for participation. • Begun increasing opportunities for young people to volunteer. 	<p>We need to:</p> <ul style="list-style-type: none"> • Ensure that involving children, young people and families is part of the job description of all staff involved in services for children, young people and families. • Develop further opportunities and guidelines for children and young people to become actively involved in service delivery and development as peer mentors or researchers.
Skills & Knowledge	
<p>We have:</p> <ul style="list-style-type: none"> • Provided training around participation and involvement for staff. • Ensured that staff in key positions have the skills to involve children, young people and families. • Developed the Yor-OK website to provide a forum for capacity building through sharing resources, materials and experiences. • Undertaken capacity building with children and young people to equip them with the skills and support to participate fully, including accredited schemes where appropriate. 	<p>We need to:</p> <ul style="list-style-type: none"> • Prioritise staff development in order to further develop excellent practice. • Links could be further developed to the workforce strategy training subgroup to ensure the availability of capacity building work around involvement and participation. • Explore opportunities for children, young people and families to be involved in delivering training.

Conclusions cont...

Style of Leadership	
<p>We have:</p> <ul style="list-style-type: none"> • Elected members, directors, managers and staff acting as Champions for involvement and participation of children, young people and families. • Established the Children and Young People's Champion. • Created a range of opportunities for children, young people and families to meet with senior staff and elected members and influence decision making-through established structures (school councils) as well as specific targeted and issue based consultation and participation in governance. 	<p>We need to:</p> <ul style="list-style-type: none"> • Continue to create opportunities for a diverse range of children, young people and families to meet with senior staff and decision makers. • Develop the profile of the children and young people's Champion, and mechanisms for contacting and communicating with them.

Examples of Involvement and Participation 2004-7**Universal approaches**

Part of the multi-layered approach to involvement and participation work involves seeking to encourage a broad range of children, young people and families to express their views and experiences. At the 'universal' level work has been done to develop and support school councils in primary and secondary school including holding annual school council conferences. There was a postcard consultation around the development of the new Children and Young People's Plan. A large consultation took place seeking views of families about their child's school. Many of these pieces of work carried open-ended questions and so allowed the agenda to be set by children, young people and families. Levels 2 and 3 on the Steps to Quality improvement framework for early years settings (including out of school) expects the settings to be listening to children's views and taking them into account in how the setting is run.

Targeted approaches.

In order to ensure that vulnerable children, young people and families also have their say pieces of work have been targeted and approaches adopted to support marginalised group in participating. Sure Start York carried out work with children and parents whose involvement was fundamental to the development of the 8 Children's centres in York, feedback from children under 3 influenced the format of most Sure Start sessions. Involvement work by Sure Start York also informed the Children and Young People's Plan. Work has also been commissioned with more marginalised groups for example with disabled children and young people, the Traveller community and the BME community. Disabled young people and families were involved in a consultation around Inclusive educative practice. Young Care Leavers have been involved in a peer research project around their health needs.

Issue based approaches

In developing and evaluating pieces of work the opinions and experience of children, young people and families have been sought and impacted on service development.

Work has been undertaken with young people on a wide range of issues, from the development of the new information, support and counselling service, looking at experiences of drug education in secondary schools, housing needs and experiences of mental health services. Children and parents were involved in looking at their experiences of childcare.

Involving children, young people and parents in governance.

Work has sought to involve children, young people and families not only in having a say but also in becoming actively involved in developing and delivering services. Children and young people were involved in organising the school council conferences and question times, young people have been trained to participate in interview and recruitment panels, young people have participated in grant giving and assessing applications to the Children's Fund and YorKash money, and young people have been supported in becoming members of some boards and decision making bodies (CAMHS). Parents are involved in steering groups across the City. Parents comprised half of the board for Sure Start York, including chairing the meetings, this acted as a springboard to wider participation of parents in other services. Parents participated in the Children Centre Working Group looking at inclusive access for disabled children and are involved in the Transition Strategy Group. Children and young people have met and engaged with elected members at many events across the City.

Children and Young People's Champion

This role was established as a figure head to promote children and young peoples views on issues that concern them within the City of York. The role is fulfilled by an elected member but must not be used in a party political sense. Children and young people were involved in electing the candidate. The Champion has spoken to children and young people in schools, at youth clubs and through a specific event at the Mansion House.

Parents and Families

Work has been undertaken which seeks to involve families in service development and design. In preparation for the establishment of the eight children's centres the Sure Start Local Programme to use trained parent researchers to feed into the planning and development of Children's Centres. In 2005/06 the authority conducted the largest ever survey of parent views of school provision and the views of parents and families were sought and including in the development of the Children and Young People's Plan. The strengthening Families, Strengthening Communities pilot has run in all areas of the City providing training for parents and encouraging them to become community activists, seeking to improve services for children and young people at the end of the course. This was achieved although the previous involvement strategy did not place as much priority on developing and monitoring this aspect of the work.

Appendix B: Work agenda: 2008-11

Short-term Aims: 2008-09

- **Direct work with children, young people and families**
 - **Universal approaches**
 - Assess the effectiveness of school councils in a participative manner
 - Work with elected members to ensure they are able to listen to and engage with and be responsive to children and young people's needs
 - Work with strategic leaders to ensure they are able to listen to and engage with and be responsive to children and young people's needs
 - Work to increase opportunities for children, young people and parents to become involved in volunteering and active participation
 - **Targeted approaches**
 - Ensure a diverse range of approaches are adopted that encourage representation of children, young people and families from different backgrounds are engaged in involvement and participation work.
 - Ensure that targeted approaches take account of the changing demographic of families in the City
 - Develop work which explores the role of the council as a corporate parent steered by the Show Me I Matter group
 - **Actively involving children, young people and families**
 - Investigate the extent to which children, young people and families are actively involved in governance, through participation on boards, executives and other strategic decision making bodies in the City.
 - Work to ensure that children, young people and families know how to contact Executive members to raise issues.
 - Work to develop opportunities for children, young people and families to be involved in commissioning and evaluating services
 - Support parental involvement in all forums for example like the Children's Centres.
- **Marketing and promotion**
 - Increase children and young people's awareness of the Children and Young People's Champion by producing publicity outlining the role and providing opportunities for the Champion to meet with children and young people.
 - Establish clear routes for children, young people and families to access and communicate with the Champion
 - Launch the involvement section of the Yor-OK website
 - Develop and distribute a pledge to children, young people and families about how services will involve them.
 - Develop opportunities to recognise and celebrate children, young people and families achievements through active involvement
 - Develop a central mechanism for publicising changes and responses to involvement of children, young people and families by beginning producing 'You said- we did'.

- Establish and embed good practice around feeding back results and actions from consultations
- **Capacity Building**
 - Launch the involvement section of the Yor-OK website
 - Extend the availability of accredited opportunities for children, young people and families to develop skills and experience around participation and involvement work.
 - Provide training which covers involving children and young people 0-19.
- **Co-ordination**
 - Review membership of the involvement group to ensure representation of agencies
 - Explore structures for representing family and parental involvement and participation
 - Extend availability of information about involvement and participation activities for children, young people and families by placing it on the Yor-OK website .
 - Collate information about involvement and participation activities that have been undertaken with families.
 - Ensure that there is co-ordination between the involvement strategy and other strategies.
 - Improve co-ordination to ensure that groups are not over consulted.
- **Standard setting and evaluation**
 - Implement standards such as Hear By Right, Respect, You're Welcome, LILAC and other children and young people led accreditation of services to monitor the involvement and participation of children, young people and families.
 - Establish guidance for good practice in involving children, young people and families in recruitment processes.
 - Explore the possibility of monitoring involvement and participation work through other existing systems, e.g. the schools self report framework and Ofsted criteria for early years provision.
- **Resourcing**

Establish the proportion of budgets across services for children and young people that are subject to their input and control

Medium Term Aims: 2009-10

- **Direct work with children, young people and families**
 - **Universal approaches**
 - Work to increase children and young people's involvement with local neighbourhood/ ward decision making structures.
 - Establish Families forums around key services
 - Further improve the effectiveness of school councils
 - Ensure children and young people are actively involved in developing local provision through ensuring initiatives like Extended Schools and the Youth Offer work with children, young people and families to develop local provision.
 - Further develop parent involvement forums.
 - **Issue based approaches**
 - Ensure that young people (reflecting the make-up of their communities) are engaged in the design, delivery and evaluation of information, advice and guidance provision
 - Work with the police to integrate young people's participation in identifying and addressing local issues through Joint Action Groups and Neighbourhood Action Plans.
 - **Actively involving children, young people and families**
 - Establish ways in which children, young people and families can be involved in shaping the involvement strategy.
 - Work to increase opportunities for children, young people and parents to become involved in peer mentoring and delivering training.
 - Develop guidance and training around good practice in involving children, young people and families in governance.
 - Develop opportunities for families to become actively involved in the development and delivery of services.
- **Marketing and promotion**
 - Monitor the effectiveness of the 'you said- we did' publication.
- **Capacity Building**
 - Assess the effectiveness of the Yor-OK involvement website in facilitating the sharing of good practice.
 - Develop links with regional and national networks that can inform the development of involvement and participation practice.
 - Develop guidance and training for good practice around involving children and young people in recruitment and interviewing.
- **Co-ordination**
 - Link with HR departments and workforce development to ensure involvement and participation are part of all relevant staff job descriptions
 - Work to increase children, young people and families participation in recruitment processes.
 - Ensure that children, young people and families are involved in the design and delivery of commissioned or externally funded services for children and young people.
- **Standard setting and evaluation**

- Work to establish Yor-ok Hear By Right as a Standard for monitoring and evaluating involvement and participation work across the partner organisations.
- Monitor progress against findings from consultation and involvement activities.
- Review the effectiveness of the role of Children and Young People's Champion
- **Resourcing**
 - Seek to attract additional resource to support involvement and participation work.
 - Work to increase the proportion of budgets across services for children and young people that are subject to their input and control.

Long Term Aims: 2010-11

- **Direct work with children, young people and families**
 - **Universal approaches**
 - Work to develop the quality of involvement and consultation work carried out as part of extended schools and Youth Offer initiatives.
 - Increase the % of budgets whose spend is influenced by children, young people and families.
 - Increase children, young people and families participation in quality assurance and assessment of services.
 - Bring together children and young people's forums with wider community forums (residents associations etc) to support the development of common solutions for common problems.
 - Work with families to ensure they have opportunities through Community Calls for local Action to influence elected members to develop services for children and young people.
 - **Targeted approaches**
 - Ensure that volunteering opportunities are open to a wide range of children and young people and provide opportunities for them to mix with others.
 - **Actively involving children, young people and families**
 - Work to increase opportunities for young people to become involved in service delivery as young volunteers.
 - Greater involvement of young people in transport planning bodies
- **Co-ordination**
 - Ensure children and young people's participation is required in recruitment and selection processes for staff involved in delivering services for children or young people.
- **Standard setting and evaluation**
 - Have children and young people involved in quality assurance for their services.
- **Resourcing**
 - In accordance with Aiming High support the involvement of young people in youth service and other budgets devolved to young people's influence

APPENDIX C Legislative frameworks

The Government Preventative Strategy reinforces the need for greater involvement of children and young people in the development of services as outlined in the Every Child Matters Green Paper and subsequently the Children Bill.

'Building children's views into the design, delivery and evaluation of services'
Margaret Hodge, foreword **Every Child Matters: Next Steps**

Alongside this parental and family involvement is being encouraged:

'At the same time, we want to empower parents to influence and shape public services such as, schools, health and children's services, as part of or public service reforms.'

Alan Johnson, foreword **Every Parent Matters, 2007.**

There are specific requirements and opportunities for the involvement of children, young people and families placed on City of York departments (Education and Community Services) through the **Children Act -1989, Children Leaving Care Act - 2004, Children and Adoption Act – 2006.**

Involvement and empowerment is a strong theme in the governments current youth strategy '**Aim Higher for Young people: a ten year strategy for positive activities (2007)**' sets 'empowerment' out as one of it's three themes for reform arguing that 'when young people have the opportunity to influence services they are more likely to find them attractive and to access and benefit from them'. This set high standards for young people's involvement establishing a vision for 2018 by when 'young people will have direct influence over 25% of spending on their services' (p.38). The quality of young people's service is measured in part in terms of 'The extent to which young people are actively involved in the specification, management, provision and quality assurance of the youth service'. (**Local Authority Youth Service Self Assessment Report 2004-**quality statement 15.)

Early Years work in line with **Every Child Matters** principles as well as the national standards established under the **Children's Act** and inspected by Ofsted which expect providers to 'listen to and value what children say' and 'work in partnership with parents and carers'.

The **Education Act 2002** requires that schools consult widely with children, young people and parents before providing extended school services (**Consulting Communities TDA**). Citizenship is now part of the **National Curriculum** and it came into force as a statutory entitlement at Key Stages 3 and 4 in September 2002. At Key Stages 1 and 2 it has been part of the Guidelines for PSHE and Citizenship since September 2000. Within the curriculum teaching should ensure that 'knowledge and understanding about becoming informed citizens' are acquired and applied when 'developing skills of enquiry and communication', and 'participation and responsible action'. At key stage 3 citizenship should enable young people to continue to be actively involved in the life of their school, neighbourhood and wider communities and learn to become more effective in public life. Young people learn about fairness, social justice, respect for democracy and diversity at school, local, national and global level, and

through taking part responsibly in community activities. Two of the 25 standards set out in the CYC Self Review Framework are around parent and children/ young people's participation and consultation in schools.

The **Disability Equality Duty** requires that all public authorities involve disabled people, including children and young people, in a way which is focussed and efficient, influential and transparent. The Recommended Guidance for Children's Centres **Early Years Early Support Services Audit Tool** has involving children, young people and families embedded within it, and includes criteria which focus on promoting the voice of the family (D3).

The new **Information, Advice and Guidance standards** include an expectation that young people are engaged in the design, delivery and evaluation of information, advice and guidance provision and places the responsibility for the delivery of this on Local Authorities.

In Children's Health services, Selby and York PCT, building on the requirements of the NHS Plan 2000 and the major themes of the National Service Framework are committed to involving *'More children and their families will be involved in the design and delivery of services'*- **Healthy Progress**. The **National Service Framework for Children, Young People and Maternity Services (2004)** sets out a ten-year plan for health, social and education services and outlines a vision for services which are designed around the needs of the child. The **You're Welcome** quality criteria establish standards for children and young people's involvement including that they are 'actively involved in service design and development' (You're Welcome criteria 7.4, 2007).

Sure Start is committed to putting

'empowerment of the communities and enablement of parents and children, at the heart of local decision making.'

Many voluntary organisations have internal policies in line with **Article 12 of the UN Convention on the Rights of the Child** and seek to develop best practice in their involvement and participation of children and young people.

There is an expectation from Parenting Matters and Aiming High, reflected in, The City of York Parenting Strategy 2008-2011 that parents are involved in the planning, delivery and development of parenting support and other services.

Appendix D Yor-OK HBR standards.



Working together with children,
young people & families

hear by right



Last updated August 2007

Appendix D Yor-OK Hear By Right Standards

The National Youth Agencies Hear By Right participation standards framework provides support to services for children and young people to develop the active involvement of Children and young people within service design and governance. In the Yor-OK Children's trust we have adopted a slimed down version of the Hear By Right Standards to help us monitor involvement and participation work with children, young people and families across the City.

Why involve children, young people and families in service development?

- It enables providers to design for the actual rather than the perceived.
- Demonstrates commitment to service users through inclusion and feedback
- Improves children, young people's and families perceptions and increases positive opinions of services.
- Recognises children, young people and families as major stakeholders with important contributions to make on the design and delivery of services they receive.
- Meets legal rights in the Human Rights Act 1991 and the UN convention of the rights of the Child 1989 to have views heard and taken seriously.
- Shifts the focus of involvement work from activity to outcomes.

How does Hear By Right help?

- The Hear By Right Map will enable you to record in one place the evidence to satisfy various government requirements about the involvement of children, young people and families. The gaps in your map will enable you to develop your practice.
- The Hear By Right standards have been tried and tested in many organisations and services and have become a widely adopted shared language for participation.

How does the Framework work?

The model is based on the McKinsey Seven S model of organisational analysis and change. The 7 areas are:

- Shared values
- Strategy
- Style of Leadership
- Structure
- Skills and knowledge
- Systems
- Staff

The description that appears under each of the standards has been developed with children and young people across the country and is written from their perspective of an organisation. The level of Children and young people's involvement is then gauged against each of these standards and judged to be at either an emerging, established or advanced level. We have assessed the practice undertaken across organisations involved in the Children's Trust and gauged progress as an overall average of the level we are at in each area. This has then been used to inform the priorities identified for the next 12 months.

For support in using the Yor-OK Hear By Right Standards please contact the Involvement group. If you have any comments about this process that you think could improve it please feed these back. The tool should support you in reflecting on your organisations process- please use it in a way that works for your organisation.

Once you have completed the process we would welcome a copy of your evaluation so that we can monitor progress across partners and the City.

Yor-Ok SHARED VALUES: What everyone believes

We expect that through out the involvement of children, young people and families, there are clear shared values where everyone is respected and is treated equally, with honesty, openness and sharing of information.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 1.1 The organisation adopts shared values for the active involvement of children, young people and families (Hear By Right, UN Convention on the rights of the Child)	Children			
	Young people			
	Families			
Established 1.2 The shared values are made visible and accessible to a wide range of staff and children, young people and families by, for example, mission statement, charter, pledge or entitlement card	Children			
	Young people			
	Families			
Advanced 1.3 Shared values are agreed with partner organisations and community groups and are used to set policy and review performance	Children			
	Young people			
	Families			

Yor-Ok STRATEGIES The plan :

We expect a strategy for the active involvement of children, young people and families that is simple, easy to understand, that works for the children, young people and families involved, is exciting and challenging and is young people friendly.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 2.1 The strategic plan for active involvement is agreed and in place, with key staff, roles and resources identified for its implementation	Children			
	Young people			
	Families			
Established 2.2 Children, young people and families contribute to the involvement strategy. Other plans in the organisation are complementary and refer to the active involvement strategy	Children			
	Young people			
	Families			
Advanced 2.3 The strategy identifies and includes key local partnerships, as well as links to regional and national structures to promote the active involvement . The strategy includes resources to sustain, develop and regenerate involvement work.	Children			
	Young people			
	Families			

Yor-Ok STRUCTURES The Scaffolding

We expect effective structures for hearing our ideas and helping us take part, which are useful, reliable, and simple and include a wide range of children, young people and families.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 3.1 A range of approaches are in place, both formal and non formal, that encourage and enable the participation of children, young people and families on their own terms and in ways they feel comfortable with	Children			
	Young people			
	Families			
Established 3.2 There are structures that make sure a range of children, young people and families' views (Including marginal groups) are built in to decision-making	Children			
	Young people			
	Families			
Advanced 3.3 Children, young people and families have effective representation on local cross agency partnerships that affect them and participate in decision making and scrutiny structures.	Children			
	Young people			
	Families			

Yor-Ok SYSTEMS - The Machinery

We expect strong and reliable systems to be in place (like transport and money) that make it possible for us to get involved easily and safely and which use technology in a friendly way.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 4.1 Policies are in place to make sure children, young people and families' participation is safe, sound and effective and recording and evaluation systems are in place to identify and share learning and evidence of change arising from children, young people and families' participation	Children			
	Young people			
	Families			
Established 4.2 Communication systems are in place for recording, reporting and celebrating children, young people and families' active involvement (for example, newsletters, web, radio, articles, awards evenings)	Children			
	Young people			
	Families			
Advanced 4.3 Children, young people and families help decide appropriate rewards for their active involvement and / or have direct control over identified budgets	Children			
	Young people			
	Families			

Yor-Ok STAFF - The workers who build

We expect all staff we meet to be good at their jobs and hard working, but also understanding, trusting and extremely friendly. They must also be fair and not patronising.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 5.1 Children, young people and families contribute to the recruitment and selection and induction of key staff	Children			
	Young people			
	Families			
Established 5.2 Young people are volunteers or employed in the organisation, for example as trainers, researchers or mentors	Children			
	Young people			
	Families			
Advanced 5.3 Children and young people take an active part in the induction of elected members or trustees	Children			
	Young people			
	Families			

Yor-Ok SKILLS & KNOWLEDGE The workers skills

We expect staff to have skills that are varied and useful, including teamwork and getting on with children, young people and families. We expect to have chance to develop our skills as well.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 6.1 There is capacity building for staff to gain skills for the safe, sound and effective participation of children, young people and families.	Children			
	Young people			
	Families			
Established 6.2 There is accredited capacity building for children, young people and families to develop skills and knowledge to make change happen, including in negotiation, presentation and finance	Children			
	Young people			
	Families			
Advanced 6.3 Children, young people and families help deliver training and capacity building to partner organisations.	Children			
	Young people			
	Families			

Yor-Ok STYLE OF LEADERSHIP: The Bosses

We expect that there should be a simple, fair and friendly style of leadership. We should be able to be involved in all decisions.

		Examples of how are we meeting this across the Trust?	Challenges	Actions and by whom
Emerging 7.1 Key managers and leaders act as champions for the active involvement of children, young people and families, with clearly identified responsibilities	Children			
	Young people			
	Families			
Established 7.2 Children, young people and families have a range of opportunities to meet senior staff, elected members or trustees to be included in decision making and promote active involvement	Children			
	Young people			
	Families			
Advanced 7.3 Leadership of specific projects and appropriate services involves both children, young people and families and adults	Children			
	Young people			
	Families			

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