

The Hear By Right Standards (Annex 1)

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 across the City.

Why involve children and young people 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 and young people's perceptions and increases positive opinions of services.
- Recognises children and young people 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 and young people. 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.

Yor-OK Involvement Group Summary of priorities for action

- Develop promotional material which can highlight the values re Involvement to all young people and families across the city.
- Develop links between work in York and Regional involvement groups
- Develop and promote good practice in celebrating the achievements of children and young people
- Continue to develop web-site to include policies and practice
- Promote a range of involvement of children, young people and families onto Governing Boards through – Distilling, disseminating and promoting key principles and methods
- Ensure Children, young people and families are involved in inducting newly elected members after next election
- Develop links with workforce strategy and HR departments to promote skills in Involvement as a core competency
- Develop work with 16+ group – through link with Student Union in York College and through voluntary groups
- Develop/disseminate guidelines for young people and parents as researchers
- Seek to develop training for the workforce – re involvement – include development of policies
- Develop accreditation for children and young people to recognise their Involvement work

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)	CYC/Children's Society/Connexions adopted UN convention Health working towards – common principle. NSF Standards Yor OK explicit values Children and Young Peoples plan		
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	Contained in mission statements Children, young people and families' Champion	Mission statements are not very visible – need to highlight to children and families	Develop promotional material which can highlight the values across the city. – BF YOR Ok Website
Advanced 1.3 Shared values are agreed with partner organisations and community groups and are used to set policy and review performance	All partners signed up to Yor-Ok have agreed the shared values.		Look to include mission statement in: Children, young people and families' Plan Play Policy – ALL members of group

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
<p>Emerging 2.1 The strategic plan for active involvement is agreed and in place, with key staff, roles and resources identified for its implementation</p>	<p>There is a strategy agreed across Yor-OK</p>		
<p>Established 2.2 Other plans in the organisation are complementary and refer to the active involvement strategy</p>	<p>Ongoing in many of the plans developed across the Trust - see links with workforce and training</p>		
<p>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 of children, young people and families</p>	<p>Locally well connected through key partnerships Not that well connected nationally – regionally</p>	<p>Link with up Regional Participation Involvement Group – also with NCB – agreement within group that any link must fit within the strategy and be of benefit to people in York.</p>	<p>BF to link up with regional involvement group</p>

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	Good range in place	Ensure that there is always good feedback	Put importance of feedback onto webs-site
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	Good range in place Different approaches Specific consultation with BME & Travellers Taking play forward network School Council Conferences and Question Times	Healthy Schools Scheme – Steering Gp – needs young person representation	JP/BF
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.	Some representation already happens: Sure Start Partnership 14-19 Strategy Connexions Board	Look to develop a Matrix of events – not necessarily a Board member	What makes effective Boards - Distil Key Learning points inc School Councils Promote the learning – Group to email details of effective practice to Bernie. Simon Town has a database of key partnership- we should check these to see areas where we are weak

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
<p>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</p>	Systems in Place in many services	Sharing information across the Trust	
<p>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)</p>	Sure Start Newsletters Awards Evening York Pride awards Launch Magazine Web site soon to be launched	How does Healthy School Scheme promote and communicate achievements across the city	Policies to go onto the website – BF JP to work on with HSS Steering Group
<p>Advanced 4.3 Children, young people and families help decide appropriate rewards for their active involvement and / or have direct control over identified budgets</p>	YorKash Some Schools Council Promotional Goods Video Piece	Define good practices which can be shared	Mary Bailey & Carol Pugh to move forward

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	Different organisations have different policies applicable to their context	Ensure council HR Strategy has an understanding of this standard – competence requirement on job description Ensure Children, young people and families to be involved in inducting newly elected members after next election	Link in with council HR Strategy - BF Carole Pugh
Established 5.2 Young people are volunteers or employed in the organisation, for example as trainers, researchers or mentors	Development workers Peer mentoring Schools involved in recruitment	Identified that there is a gap in ascertaining views of 16+ group – possible to fill through link with Student Union in College	Carole Pugh – offers of support from rest of the group Also develop work with networks in place for 16+ Duke of Edinburgh, 16+ uniformed groups?
Advanced 5.2 Young people are volunteers or employed in the organisation, for example as trainers, researchers or mentors	Sure Start have much experience	Develop guidelines for City	Can Sure Start help out on this?

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	Skills are shared across the Trust Yor-Ok web-site PSHCE Cert Different methods of consultation and involvement will be included on the web-site	Need to provide training – re involvement – include development of policies	Discuss further at the October meeting Develop links with the workforce strategy training and education sub-group
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	YorKash Youth Service Children’s Society via National Open College Network	Identify Accreditation opportunities and demystify so that accreditation can be readily developed across York to include a system that is effective for VCS (cost/time efficient)	Mary Bailey, Bernie Flanagan, Martin Brown Jenny Philpott and Carole Pugh to pursue
Advanced 6.3 Children, young people and families help deliver training and capacity building to partner organisations			Discuss further at October meeting

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	Exemplified by this sub-group and its links through both officers and elected representatives		
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	There are a wide number of ways children, young people and families are meeting senior staff and elected members and having an influence on decisions e.g. schools councils	Key criteria across the city to support funding ensuring that Children, Young People and Parents are involved Send these Standards around all members of the Yor OK Involvement Group	BF to contact Sue Poole re Voluntary and Community Funding Criteria Take to YOROK Board Nov 06
Advanced 7.3 Leadership of specific projects and appropriate services involves both children, young people and families and adults	Castlegate (One Stop Shop) Targeted Youth Support Schools Councils		