

York Youth Charter**General information**

The Youth Charter was originally developed by members of the Young People's Network in York and North Yorkshire to show what sort of standards they would expect from the services that they use. The Young People's Network is made up of different groups of young people, including those from school councils, youth clubs, sports and leisure groups and also those young people who are working with different agencies including education, health and social services.

The Charter Mark has been adapted for use in York to ensure that it fits with other schemes that check the quality of services and activities for young people. It aims to encourage and help young people to become more actively involved in designing, managing and evaluating the services that are provided on their behalf.

Why apply for the Youth Charter?

The Youth Charter shows how young people themselves have judged how they are treated, what the facilities are like and the quality of the service that they receive. Any organisation receiving the award should be proud that they are providing such a good quality service that is valued by young people.

Which services and organisations should be interested in gaining the Youth Charter?

Any service that deals directly with young people will be able to apply for the Youth Charter. The Charter is aimed particularly at those places that young people visit, for example:

- places that they go for personal and social development and to have fun such as youth centres,
- places they go to relax or play sport such as a leisure centre,
- places to help them with their education and learning such as school, college or a library,
- places they might visit to gain information and support such as a Connexions Centre, or 'drop-in' service,
- places that they have to go to for treatment or for specialist support such as a health clinic.

How do you get the award?

To get the award you should contact the Voice & Influence Team at York Youth Service. The team will then arrange a time to come and meet with young people who use your service. We will work with them to tailor the assessment to their needs (e.g. if it is a detached project we will review the way the 'where we meet' standard will be applied), they will then complete the assessment with the V&I team's support and provide feedback to your organisation.

What is being assessed?

There are nine quality standards against which you will be graded. Each standard contains a number of things which the young people will be asked to consider when making their grade. There are scores against these criteria to help young people make judgements if they find this useful. The overall grade for each standard is the score that will be used to determine the overall level of award given.

Standards and grades

Each standard is graded 0 to 3

0 = no evidence of the standard being achieved

1 = the project meets the minimum required standard

2 = the project is good but there is still room for improvement

3 = the project is excellent, the standard is being fully met

Your final award will be based on an average score across all the standards.

What will you get if you are successful?

If you achieve the necessary grade in each of the standards you will be awarded the Youth Charter. This will be in the form of a certificate and posters that you can display. There will also be feedback from the awarding panel to explain their grades and to highlight things they particularly liked or areas of improvement that you may want to consider.

There are 3 levels of Youth Charter that you could be awarded:

Bronze: This requires an average score of between 1 and 1.6. This recognises that the project reaches the minimum standards in all areas.

Silver : This requires an average score of between 1.7 and 2.3. This recognises that the project provides a good service but there is still room for improvement.

Gold: This requires an average score of between 2.4 and 3. This recognises that the project provides and excellent service.

What if you are not successful?

If you do not achieve the necessary grades or fall below the required grade in some of the standards you will receive feedback from the panel identifying which areas are in need of improvement. The V&I team can help you to draw up an action plan to tackle these areas and will then visit you again at an agreed time to reassess you.

Assessment areas

1) Staff

Things to think about:	0	1	2	3	Evidence/ Comments
I think the staff are friendly and approachable					
I think the staff have the right qualities, skills and knowledge to support young people					
I think there are the right number of staff at the project					
Overall grade					

2) Where we meet

Things to think about:	0	1	2	3	Evidence/ Comments
I think the space is clean and comfortable					
I feel safe coming to this building and when I am here					
I know I can speak to a member of staff in private if I want to					
I think the room/ s give staff and young people enough space					
I think the projects signs, posters, and information are right for young people of all different kinds					
Overall grade					

3) Coming to the project

Things to think about:	0	1	2	3	Evidence/ Comments
When I first came to the project people were friendly and I was made to feel welcome					
I think this is a place where all different kinds of young people would feel comfortable					
The project is open at times that are good for young people					
I think all young people at the project will be treated with respect, and that the staff challenge anyone who is not doing this					
Overall grade					

4) Publicity and promotion

Things to think about:	0	1	2	3	Evidence/ Comments
I think it's easy to find out about the project and how to access it					
I think the publicity gives enough information and is clear and accurate and tells you what the project does					
I think the publicity is appealing to young people					
I think the project is well known in the local community as a service for young people					
Overall grade					

5) Information and Advice

Things to think about:	0	1	2	3	Evidence/ Comments
The project has the right kind of information available for young people					
I think information in the project is well organised and well presented					
The staff are able to help me find information that I need or they can tell me where else I can go to find it					
I understand what a confidential service is and the limits of confidentiality offered to me in this project					
I think the staff at the project listen carefully to young people					
I think the staff at the project can explain things well to young people					
I feel that young people can talk to the staff at the project about how they feel and ask for help if they need it					
Overall grade					

6) Activities

Things to think about:	0	1	2	3	Evidence/ Comments
I think there are a good range of activities available to young people at the project					
I think the project asks young people for ideas about the activities that should be provided					
I think the activities on offer at the project are accessible and appealing to all different kinds of young people					
Overall grade					

7) Equipment/ facilities

Things to think about:	0	1	2	3	Evidence/ Comments
I think the project has equipment and facilities that are appropriate for and appealing to young people					
I think the project asks young people for ideas about the kind of equipment and facilities that should be on offer					
I think the equipment and facilities that the project have are in good condition					
I think the equipment and facilities on offer at the project are accessible to all different kinds of young people					
Overall grade					

8) Record Keeping

Things to think about:	0	1	2	3	Evidence/ Comments
I know the kind of information the project writes down about young people and who can see this					
I know why the project records this information about the young people that they see					
I know how to see this information if I want to					
I think the information that is kept about me is used responsibly					
Overall grade					

9) Evaluation

Things to think about:	0	1	2	3	Evidence/ Comments
I think this is a project that listens to young people					
I think the project is interested in finding out what the young people who use it think about it					
I know what to do if I want to make a suggestion about changing the project					
I know what I can do if I don't get the kind of service I expect - I know how to make a complaint and what would happen if I did					
Overall grade					

Please find below information about how young people will be supported through the process.

The Voice and Influence team will approach projects across York to see if they are interested in being involved in the Youth Charter Scheme. Information about the scheme will be provided. If the project is interested the V&I team will work with staff to identify a group of young people who will undertake the quality assessment. The process will usually take 3 meetings with this group of young people. This could take place while the provision is open as long as there is a quiet space where the group can work.

First meeting

The V&I team will explain the Youth Charter process to the group, and look at the criteria, the group will decide if there are any criteria that are not appropriate to the project. They will need to give reasons for not applying any of the standards. The V&I worker will help young people to think about what kind of things should be given what level of award, and talk the young people through the paper work.

Second meeting

The V&I worker will support the young people to complete the Quality Assessment, deciding on a grade for each standard, and their recommendation for the overall grade as well as their comments about successes and challenges.

Third meeting

The V&I worker will bring back the finished report for the young people to make a final check through and agree or amend as required.

Once this has been agreed the report and grade will be shared with the staff team and management. There will be an opportunity for the staff team to record any comments about the report. The project will then be supplied with the quality mark posters to display. Projects achieving the award will be listed on the Yor-OK website, as well as promoted through other appropriate means.

Standard	0/3 grade	1/3 grade	2/3 grade	3/3 grade
1) Staff	Staff are not friendly or approachable. Staff don't work well with young people. Not enough/ too many staff. Staff are not available to talk in private. Young people are asked sensitive questions in places where other people can overhear.	Staff are friendly and enthusiastic but have limited qualities and skills to work well with young people. Staff seem reluctant to do 1-1 with young person.	Polite, smile, say the right things. Staff have good relationships with young people and have skills to help and support young people. Staff interested and willing to provide support when asked for by young person.	There is evidence of strong relationships between staff and young people, staff have excellent skills in working with young people.
2) Where we meet	Dirty, no where to sit, drab walls etc. Not enough room. No information or displays for young people. No lighting, building has poor security, the project has area where young people don't feel comfortable areas.	There is space to meet, but it's not very young people friendly. It's basic, but clean and safe. There are some signs posters. There are areas that are not used, atmosphere is not relaxed. Limited privacy but not separate area.	Clean and tidy and tries to be young people focussed. Signs posters are aimed at young people and in good condition. There is good space for young people and workers. Private area available.	Bright, relaxing atmosphere, well maintained, young person focussed environment(music, artwork etc), with space that is well used and flexible. Good signs and instructions, catering for those with different languages or abilities. Private area.
3) Coming to the project	Staff are unwelcoming, rude and ignore you, Young people can't access the service	Service is hard for young people to access because of the place it is or times it is open.	Atmosphere OK, sufficient lighting and security, staff maintain the	There is a positive atmosphere of respect between young people. Evidence of activity to

	because it is open at the wrong times. Young people do not respect each other or staff.	Groundrules for behaviour at the project are set out.	groundrules for behaviour in the project. Service is easy for young people to access as it's in a convenient place and open at the right times	help young people to support each other. Young people access the service easily and are offered opportunities to speak to workers without the involvement of parents/ carers
4) Publicity and promotion	The is no information available about what the project offers	There is some information about what the project offers, but it isn't young people friendly	There is young people friendly information available that explains: what the project offers, how to access it, when it is open and how to make suggestions/ complaints.	There is young people friendly information available that is readily available and regularly updated. The project is well known in the local community.
5) Information and Advice	No information/ advice available or of poor quality and/or out-of date. Information given is incorrect. There is no information about the confidentiality policy.	Limited information/ advice, poorly presented and/or not applicable to young people. Young people have some awareness of the confidentiality policy.	Information / advice available that young people can understand, information from different organisations and varied topics. Good explanation with all the relevant points covered. Staff check that the young person understands. Young people understand the	Information/ advice available in different formats, effort made to present it in an interesting way, information supported by knowledgeable staff. Full explanation with background and reasons given. Give information specific to the needs of the young

			confidentiality policy.	person and checks that the young person understands. Staff routinely explain the confidentiality policy to young people.
6) Activities	There are no activities suitable for young people.	There are activities provided that are interesting and appropriate for young people.	There are a range of activities available that are interesting and appealing to a range of young people and that respond to young people's ideas.	There are a wide range of activities available, they are challenging to young people and are developed in partnership with young people.
7) Equipment/ facilities	The equipment and facilities available are not interesting or appropriate for young people.	There are equipment and facilities provided that are interesting and appropriate for young people.	There are a range of equipment and facilities available that are interesting and appealing to a range of young people and that respond to young people's ideas.	There are a wide range of equipment and facilities available, they are challenging to young people and are developed in partnership with young people's.
8) Record Keeping	Young people have no awareness of what information is kept about them or why.	Young people know what information is kept about them.	Young people know what information is kept about them and what it is used for.	Young people know what information is kept about them and what it is used for. Young people know how to see this information if they want. The information is used responsibly.

9) Evaluation	Staff are not approachable with comments. There is no opportunity to feed back comments or complaints about the service.	Staff are willing to listen to young people's views but don't always respond to them. There is a complaints procedure and young people are told how to use it.	Staff regard young people's views as important. Young people are given chance to share their views about the service they received e.g. through a comments box	Staff encourage young people to talk, staff act on what they are told and give feedback to young people. The service is willing to change things in response to what young people say.
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For further information or assistance please contact the York Voice and Influence Team

Voice and Influence Team, York Youth Service, The Kingswater Centre, Clifton Green Primary School, Kingsway North, York , YO30 6JA

01904 552350

youth.service@york.gov.uk

APPLICATION FORM for YOUTH CHARTER. Please complete, keep a copy for your records and then return to the Voice and Influence Team.

Name of the centre / venue that is applying for the Charter.

Address:

Tel number:

Website:

Email:

Contact name:

Contact Tel:

Management contact details:

Name:

Address:

Phone Number:

Email:

Briefly provide some information about the services that you provide to young people.

When does your project open:

**Who attends your project:
(age range, target groups?)**

How many staff do you have?

What does your project aim to do?

YOUTH CHARTER AWARD FEEDBACK

Name of the project:

Date of assessment:

V&I link worker:

Project description:

Standard	Grade	Comments
1) Staff		
2) Where we meet		
3) Coming to the project		
4) Publicity and promotion		
5) Information and Advice		
6) Activities		
7) Resources/ facilities		
8) Record Keeping		
9) Evaluation		

Areas of strength

Areas for Improvement

Overall Youth Charter Award:

Signatures: