



Youth4U – Young Inspectors 2009-2011

Led by Look Listen Change

Executive Summary

Background

The legal basis of participation makes clear that children and young people have their own voice in the design, delivery and evaluation of services (please see Participation Works Legal Levers document if more detailed needed).

Users who are not satisfied with services walk away from them and pass negative messages about them leading to under use and higher unit costs.

Users that are satisfied with services develop a loyalty that can last a lifetime.

Young people use some services in isolation of all other age groups eg. youth centres, some where they are alongside a limited wider category of the population eg. sexual health clinics where the 20-40s are the dominant group alongside teens and others where they use the service alongside the rest of the population such as transport. Whichever the service, as users or potential users, they have views that providers can benefit from hearing and acting upon.

Some young people, for instance those who are disabled, and who may have learning difficulties, or challenging behaviour, can lose out in expressing their views, and in accessing some services at all. This programme will ensure they have a voice. It is our belief that service providers and commissioners want to make provision accessible to young disabled people but often lack the know-how.

Some areas have the involvement of children and young people in influencing service design and delivery well underway. We will help them share their learning.

This programme will work with local professionals, local commissioners and local young people to develop ways of assessing, reviewing and informing local services so they can be the best that they want them to be.

We want to see the involvement of all young people in all areas regardless of their life challenges.

The Programme

The Look Listen Change consortium brings together a group of specialist organisations that together represent the cutting edge of good practice in the engagement of disadvantaged and marginalised young people in service

delivery. Hosted by NCB, the umbrella organisation for the sector, the consortium includes the British Youth Council (BYC), KIDS, National Centre for Excellence in Residential Child Care (NCERCC) and the Council for Disabled Children (CDC).

The purpose of the programme is to:

- Increase the numbers and quality of opportunities for marginalised young people to influence services;
- Help marginalised young people to engage their peers in influencing local policies and services across a wide range of issues including locality, health, neighbourhood renewal, transport and community service; and
- Enable young people to feed back both their and the views of their peers to local authorities and other service providers.

Look Listen Change places the views of young people at the heart of their work. Young people will be involved in every part of the programme. Firstly, young people will (re)name the 'inspection role'. They will be involved in governance, co-training and the delivery of the programme in local areas.

The consortium intends to identify 36 areas, 4 in each region during April 2009 and the remainder by March 2010. Identification of local areas will draw upon the extensive existing knowledge of regional government staff and the regional intelligence and networks of partners. The choice of areas will be cross-checked with deprivation data. The final mix should reflect the diversity of local areas. Areas that are offered the option to engage with the programme via their Children's Trust will be expected to make commitment to use the young inspection service and share existing good practice, they will understand the benefits to be gained and show interest in sustainability.

In each area a local support worker will be identified. Most typically they will be a secondee from a local provider or commissioning agency. The local adult support workers will have diverse experience and knowledge to ensure there is broad understanding of the life experiences and challenges of the most marginalised and disadvantaged young people. There will be a process for checking their CRB status, in coming forward for the role they will have to outline what they offer the programme, and produce references from their manager and two young people. Finally, there will be a psycho-metric test to ensure they have the right values and ability for the job.

The young people involved in the delivery will have diverse backgrounds. Our definition of those 'eligible' for this programme is those:

- Living in poverty (even if in a wealthier community)
- Living in a workless household
- The most deprived communities (using the deprivation index)

And / or have any of the following life experiences:

- Early bereavement of siblings or parents / carers
- Living / lived away from home eg. in care, secure or other residential facility
- Being disabled (particularly those falling into the categories outlined in Aiming High for Disabled Children)
- Early parenthood
- Failing at school / being in alternative education provision
- Having life limiting health challenges inc mental health issues
- Being bullied/being a bully in school or community
- Violence or neglect
- Parents / carers who are mentally ill, are perpetrators or survivors of domestic violence, consume non-prescription drugs
- Poor social skills and peer relationships

There will be links made for these young people with their peers who may already have a public service role in their communities. The fundamental underpin of the approach is that young people will be listening to, and promoting what, other young people want from the services that affect them through informed review.

The process will include, training local adult support workers in the key features of service review. The training will build on Look Listen Change owned materials to create a bespoke pack for adult support staff to use with young people in local areas. The training of young people locally will be a continuous cycle during the programme, to manage attrition and the young people who miss the 'key day' for training ensuring a sufficiently flexible system to meet their needs. The methods will be written, oral and visual to suit all ability levels and after an introductory 2 days will include twilight sessions. Safeguarding awareness will be included.

The local support worker, supported by the consortium will stimulate the demand by local authorities, school and commissioners to highlight services they would wish to be reviewed. Young people in the programme will give their views about what is to be reviewed. The services to be inspected will include information, advice and guidance and extended services in schools but can be as general as transport and health services.

The young inspectors' work will be accredited using an ASDAN framework. It specifically takes account of the learning challenges faced by many disadvantaged young people and the time available to them. In addition, a small number of apprenticeships will be established in local areas. These apprentices will work on the programme with the local adult support worker, providing administrative or other support. The Apprenticeships Framework and the management of this will be undertaken by Look Listen Change.

The payment to young inspectors is set at slightly above the minimum wage and the supporting policy will ensure benefit payments and family incomes are not destabilised. The rate per inspection completed would be a maximum of £75.

The model for the inspections themselves will adapt to the type of services and the skills and confidence of the inspection teams. From the source of 30 trained young people sub-teams of 4-6 young people with diverse experience including some with personal experience of disability, and of the type of service being inspected will be formed. Up to 3 days will be allocated to each service for review. This will involve a primary review and then a short review some months later to check whether improvements have been made.

The work of young inspectors will be given high profile with increasing activity as the programme progresses. Young people will be supported, by communications and media staff, to use their own voice in communications locally, regionally and nationally.

The leadership, programme management and accountability functions are held by NCB. The governance includes direct engagement with YSDF and DCSF, the inclusion of young people and key stakeholders such as OFSTED and ADCS. Monitoring, reporting KPIs and capture of evidence are led by NCB's REE. The engagement with wider young people, communications and moving learning to the national stage, are led by BYC. KIDS acts as on-site advisor and support for young disabled people as inspectors. NCB (central team) will lead the apprenticeships, payments and the negotiations, supported by partners, with regions, local authorities and local agencies from whom advisors and adult support workers come. NCB will also provide access to specialist staff in public care, disability and vulnerability.

The process in summary is

- Identification of a local area
- Agreement to continued regional advice and support
- Release of a secondee
- Briefing of the secondee
- Identification of young people
- Training of young people
- Negotiation of inspection opportunities with local service providers or commissioners
- Completion of inspections
- Report of inspections delivered to commissioners of the inspection and to Look Listen Change
- Action taken by the inspected service/activity in response to advice from the young inspectors
- Review of change by young inspectors
- The above is interspersed with twilight training/updating sessions
- Regionally driven cross area learning and sharing
- National promotion of activity, outputs and impact

For more information on Look Listen Change and Youth4U – Young Inspectors visit www.looklistenchange.org.uk or contact Kerryanne Russell at krussell@ncb.org.uk or 020 7843 6085.