



## Look Listen Change

### Youth4U – Young Inspectors

#### Frequently Asked Questions

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#### **The purpose of Youth4U – Young Inspectors is to:**

- Enable young people to become more socially responsible, by supporting them in coming together to improve their communities;
- Increase the numbers and quality of opportunities for marginalised young people and give them the opportunity to improve services and enable change in their communities;
- 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 in the benefit of their neighbourhoods; and
- Enable young people to have much greater impact on local services by feeding back both their and the views of their peers.

#### **How do we define ‘disadvantaged’?**

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

1. Living in poverty
2. Living in poverty (even if in a wealthier community)
3. Living in a workless household
4. The most deprived communities (using the deprivation index)

And / or have any of the following life experiences:

1. Early bereavement of siblings or parents / carers
2. Living / lived away from home eg. in care, secure or other residential facility
3. Being disabled (particularly those falling into the categories outlined in Aiming High for Disabled Children)
4. Early parenthood
5. Failing at school / being in alternative education provision
6. Having life limiting health condition inc mental health issues
7. Being bullied/being a bully in school or community
8. Violence or neglect
9. Parents / carers who are mentally ill, are perpetrators or survivors of domestic violence, consume non-prescription drugs
10. Socially excluded and/or isolated

**Q1: Whom does the programme impact on?**

There are 3 key parties:

1. Disadvantaged and marginalised young people and their peers. – this could be all young people if we decide to change our audience to fit in more with the new priorities
2. Local providers of services aimed at children and young people aged 13-19 or up to 25 if they are disabled and/or have learning difficulties eg. Information, Advice and Guidance (IAG) or those where they have an interest alongside other stakeholders eg. health or leisure provision.
3. Local commissioners of services and by this we mean primarily the children's trust partnership but it could be schools or GPs.

**Q2: Why would Local Services want young people to 'inspect' them?**

The programme is worthwhile for both the participating local organisation and the young people inspecting the services themselves. It enables communities to get active and provide valuable user feedback to service providers. If young people's opinions are considered they will positively influence the provision and potentially increase uptake and therefore reduce unit investment. Inspections give young people more social responsibility and more ownership of services in their area. The process will support the achievement of high standards in service design and delivery.

**Q3: How much money do local areas get out of it?**

For chosen areas there is the scope for payment towards a local support worker and for partial funding for an apprentice to support them in some areas. In addition, there is training and other resources included at no/low cost.

**Q4: What do you expect the children's trust partnership to contribute?**

We would expect local areas to make a contribution to the apprentice costs and to the local support worker. The time of staff that already work directly with individual young people as their key workers, should continue. Neither this programme nor the local support workers replace key workers. To provide locally funded time to the investment in inspection (no duplication or replacement funding) to ensure the local support worker has sufficient time to include the marginalised young people. This can be an opportunity for a staff member of the local VCS, local authority or other trust partner to be seconded part-time to the programme, but we would expect this to complement their normal work and/or personal development funded by their employer.

**Q5: Can we get young people from the local youth centre involved?**

Yes, some of them may be involved if they have life challenges, but we are not looking to invest in young people who might come forward anyway, but rather for those where stimulation to engage is needed. The stimulants here are support, training, accreditation and pay. If they are already part of their local Youth Council they are 'engaged' and so are not the primary target of this programme. But we do expect young people to work together in groups and not to create a parallel or competitive relationship between

groups of local young people. If their key worker or the local support worker knows they face life challenges as outlined above, they can be put forward for training and employment on the programme.

**Q6: How can we get young people in care involved?**

We can help areas by using the NCB Residential Child Care (NCBRCC) and other care related routes to communicate the opportunity to young people. We would expect local areas to be willing to put forward young people in their care to participate in the programme and to ensure their key worker is able to support them. It will be an opportunity for awards and accreditation, potentially becoming an apprentice and being paid for the inspections.

**Q7: How can we get young disabled people involved?**

The Council for Disabled Children (CDC) and KIDS are working as part of the project to ensure the opportunity is an inclusive one. We would expect local areas to know where they can communicate the opportunity to young disabled people, but they can be supported and advised by the Look Listen Change central team if they wish to.

**Q8: Is there a specific percentage of disadvantaged young people required in the recruitment of 'Youth4U – Young Inspectors'?**

No. It is useful to remember that young people are not necessarily challenging to work with simply because they may, for example, come from deprived areas, are disabled, are HIV positive or have a baby. 'Vulnerable' is not an all-encompassing description. Youth4U – Young Inspectors is focussed on giving challenged young people the same opportunities as their supported peers may have. Peer mentoring will be important here too, ensuring local liaison and the sustainability of the programme by tying in with, for example, youth council representatives – creating a strong support network which will be maintained throughout. In the first round the young people will be a mix of those experienced in inspection, those experienced in other participation activities and those with no experience at all. The latter will be in the majority and over the cycles of bringing in new areas, we expect the inclusion of the most marginalised young people to grow, as local areas learn strategies and tactics, and providers, the benefits of listening.

**Q9: What is the timeframe for the programme?**

The programme starts April 1<sup>st</sup> 2009 and is funded until March 31<sup>st</sup> 2011.

**Q10: Who is the accountable body and who are the partners?**

NCB is the accountable body. The British Youth Council (BYC), KIDS, NCB Residential Child Care (NCBRCC) and the Council for Disabled Children (CDC) are all partners.

**Q11: Will the reports be confidential to us/the provider?**

We anticipate that the reports young people make about services will be confidential in their detail to the party that commissions them, or agrees access. However, the reports will be brought together to analyse messages across regions or across the country

about particular types of services. All reports, in whatever format, must be sent to the Look Listen Change central team at NCB as these will be required before payments can be made to young people.

**Q12: If a local children's trust partnership/Local Authority asks you to look at a service they commission, will you give the report to the provider?**

The report will always go to the party that commissions the review/inspection.

**Q13: Can a children's trust partnership/Local Authority make the review by Youth4U – Young Inspectors young people a compulsory part of their local contracts?**

We would welcome the use of young inspectors becoming part of local area commissioning.

**Q14: Will the young people be paid?**

Yes, the rate is expected to be in the region of £75 per young person per completed inspection plus a fixed sum for the successful completion of the training to prepare for the work. In some cases it will be paid by bank payment. We are looking to develop a support project alongside this to help young people who have no experience of money management or banking but this is yet to be funded. We/ the local support worker will otherwise discuss the mode of payment with the key worker or the young person. It will not affect the benefits payments of young disabled people. We cannot pay young people in cash due to the sums involved.

**Q15: Will young people who have not been successful in applying or training be offered anything else?**

Yes, they will be offered the chance to take up other opportunities with BYC, KIDS or NCB. We also hope their local area services will want to engage them with other participatory activities.

**Q16: Will young people who cannot read or write or who require support workers to communicate be included?**

Yes they will, we shall be able to support the transport costs of the support workers but will not pay them for their time as this would already be funded. KIDS as a partner will be available to provide specific support for young disabled people, if this is required for them to be included. Each participating local area will be given access to materials relevant to this work and produced by KIDS free of charge.

**Q17: Can reports about services be published?**

If the young people and the commissioning party agree that it would be of wider benefit for the report to be published then it can be. Those with commissioning powers are those acting on behalf of the young people – eg. schools, LAs, GPs, the inspection will be about the commissioned service. There may need to be some persuading that it is for the services' benefit. We would expect that where a provider takes action as a result

of what young people say, it would be of benefit to share the report.

**Q18: How will the young people who can take up the option of becoming apprentices be chosen?**

We do know that all local areas have targets and commitment to develop apprenticeships. We would therefore expect local areas to produce an apprentice aged 16-19 or up to 25 if they have an impairment. It will then be a matter of negotiation with regard to mentors, college training and the workplan, all of which the Look Listen Change central team can advise on and assist with. If there are local reasons why this is a problem, then there can be an open advert through Job Centre Plus/Connexions services. There is currently only funding to support 20-36 areas with apprentices but we would still support those apprentices funded by their local area if they are attached to a local support worker.

**Q19: Can young people being released from secure provision be involved or those that have been involved in crime/at risk of crime?**

While it may depend on the nature of their offence this can certainly be considered. We would welcome the inclusion of young people via YOT services and would expect support from YOT workers where this occurs and that they are the key worker.

**Q20: How will you ensure young inspectors are not exposed to child abuse issues?**

We cannot ensure this 100% but we are taking precautionary steps. All staff will be CRB checked. All staff whether employed by partners, by a local employer releasing a person for the local support worker role or a key worker supporting an individual child or young person, will all be working to safeguarding procedures that include child protection requirements. Should a concern arise eg. a disclosure by a young person, then these procedures will be followed and the programme coordinator notified they have been activated. The local child protection team will be notified in line with the local procedures.

**Q21: What would happen if a young person using a service that is being assessed told a young inspector of abuse?**

During their training young people who are to become young inspectors will be briefed on what to do in such situations. The primary message will be to tell their local support worker who will trigger the relevant response in line with child protection procedures. When a young inspector is of relevant age they will have their own CRB check undertaken.

**Q22: How will Travel and Subsistence (T&S) and CRB checks be funded for young people?**

CRB checks will be paid for from the 'expenses' part of the grant as will the T&S of the support worker where not covered by their employer and that for young people. T&S and any overnight costs will be paid for from this sum so work should be planned on

what is affordable eg. it is not sensible to develop a group of young inspectors at one end of a large county to assess services at the other end which would require significant transport costs and overnight stays. There will also be a limit to the number of inspections or training sessions that can be achieved within budget, this needs to be considered in advance of mapping out work for the young inspectors.

**Q23: How long is the Youth4U – Young Inspectors training and will it be residential?**

The funds from Youth4U – Young Inspectors do not pay for residential costs. If a local area decided it wished to undertake the 3 days training, which will include a supported inspection, using a residential format then they would be at liberty to fund the additional costs. It is our view that training in a 3 day block would be too demanding for some young people plus in many local areas the distance between young people and the venue will not be great enough to warrant overnights. The exception will be some young disabled people who will be eligible for overnight stays funded by the programme.

**Q24: What happens if demand for inspection exceeds supply?**

This will be good news and will allow local areas to start the transition of the work into their mainstream activity funded by themselves or built into contracts.

**Q25: How many inspections are expected?**

We expect the inspection groups to be 4-6 young people and the training groups to be 8-12 young people drawn from a group of 30 in any one area. The number of inspections will flow from this. Every young person who completes the course will be expected to complete at least one inspection. However, more typically we would expect 4 inspections per young person. We will agree this with local areas once they are agreed. Local support workers need to let the Look Listen Change central team know when they are planning an inspection and to agree that the budget can manage those planned eg. there is a limit to the £75 per young person per inspection. A very enthusiastic area may want to do considerably more than can be afforded...we will discuss this if it seems likely but expect the local area to adopt the costs in due course and not to stop inspecting.

**Q26: Will areas not involved get anything out of this?**

We are negotiating some regional support, which will ensure the learning in the 4 areas can be shared as the programme develops. We would also expect that areas that have considerable experience in this type of work will be able to share their approaches and have their work displayed on the appropriate web-pages (these are under construction). We are open to other suggestions.

**Q27: Accreditation**

There will be accreditation for young people from the training they undertake at the outset and throughout the programme. This will primarily be ASDAN awards which will be accessible to the most challenged.

**Q28: Which services do you expect to be included?**

Any that commissioners request and young people agree as well as some young people suggest and providers/commissioners are open to being assessed. Some areas we expect to look at are IAG, Friday and Saturday night provision, and extended schools provision, but we are looking for a wide and varied mix including provision available to more than young people like transport and health services.

**Q29: How will local support workers keep the Look Listen Change consortium informed of progress?**

There will be a number of templates and some tools to be used. These will form the backbone of the reporting required by funders and will ensure that all the hard work and achievements can be analysed and so regional and national learning be made available to a wider audience, as well as us picking up problems and adjusting the programme if we move forward.

**For more information:**

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