



Cambridgeshire
County Council

Investing

in children and young people



participation
AWARD
Cambridgeshire Investing in Children and Young People



Introduction

Cambridgeshire Investing in Children and Young People

Cambridgeshire Investing in Children and Young People (ICYP) as endorsed by the Cambridgeshire Children's Trust Board has been designed to celebrate and improve children and young people's participation in organisations they encounter during their lives.

The Children's Services Participation Team are offering this opportunity to any service, organisation or local facility that has regular contact with children and young people in order to improve young people's experience and to celebrate and disseminate good practice.

The material in this toolkit and the support offered by the team will assist the host organisation to be successful. If your organisation decides to take part, you will be fully supported by the ICYP Coordinator and a team of Young Assessors. These trained young people will work with the host organisation and reward success by presenting the successful candidates with an Investing in Children and Young People Award Certificate.

Councillor David Brown

Contents

In this toolkit you will find:

- Guidelines for Membership and IYCP Coordinator contact details
- The Role of Young Assessors
- Expression of Interest Form
- Assessment Application Form
- Self Assessment Thresholds
- Self Assessment Form
- Self Assessment Prompt Sheet
- Young Assessor's Recommendations Template
- Action Plan Template
- An Example of a Children and Young People's Charter
- An Example of the Award Certificate

Guidelines for membership

Membership Scheme

Cambridgeshire Investing in Children and Young People (ICYP) membership scheme is an opportunity to recognise and celebrate examples of inclusive practice with children and young people.

Investing in Children and Young People members are those organisations, services and facilities that can demonstrate a commitment to dialogue with children and young people in receipt of their service that leads to change.

For many organisations the involvement of children and young people in decision-making is well established. For others it will mean changes to the way things are done.

Providing Support

The level of support required by each service provider applying for membership will vary. It is expected that in some cases services will need little support, while some others may wish to have some help in developing an action plan for change (see flow chart on next page).

Achieving and maintaining Investing in Children and Young People Status

The decision to award the Investing in Children and Young People certificate will be based on the views and opinions of young people who use the organisation. The award is the start of a continued commitment to dialogue and change, and is evaluated on an annual basis.

Following submission of the Assessment Application Form and/or the self assessment form, the organisation will be contacted to arrange an assessment by Investing in Children and Young People Assessors who will need to meet and consult with a group of your young users.

Contact details

Clare Bruges
The Participation Team,
Cambridgeshire County Council,
CC1013, Castle Court, Castle Hill,
Cambridge CB3 0AP
t: 01223 728578
m: 07505 394642
clare.bruges@cambridgeshire.gov.uk

Entry Criteria

Any Cambridgeshire based organisation working with children and young people can apply for membership of the scheme.

All participating organisations need to ensure they have key policies and procedures in place to ensure the safety and well being of children and young people i.e. child protection, safeguarding, health and safety, information sharing and equal opportunities.

Support offered

The support and guidance we offer can include as much or as little as you want and depending on your needs and budget.

An ICYP Coordinator will be on hand from the onset to guide and support you through the toolkit and to answer any questions you may have about the process.

The Coordinator and the Young Assessors will offer various means of supporting you to achieve success.

Examples of the support available are:

- Email and telephone advice and guidance
- One to one support

- Familiarisation Core Training – half day
- Developing an Action Plan
- Peer Mentors/learning support
- Agenda Days
- Young people's research groups

Initial planning is crucial to the success of the application and the Investing in Children and Young People Coordinator will work closely with any interested party to ensure that there is an agreement about the outcomes that are being pursued. The Coordinator will assist the organisation to develop an Action Plan to implement the necessary changes to ensure that active dialogue with children and young people becomes an integral part of their work.

Cost

There is no cost for the first 10 pilot organisations to register their interest and proceed through the Award process. A joint review with the participating organisations will take place after 9 months to explore the potential for the scheme as a contracted or bought in service.

Young Assessors

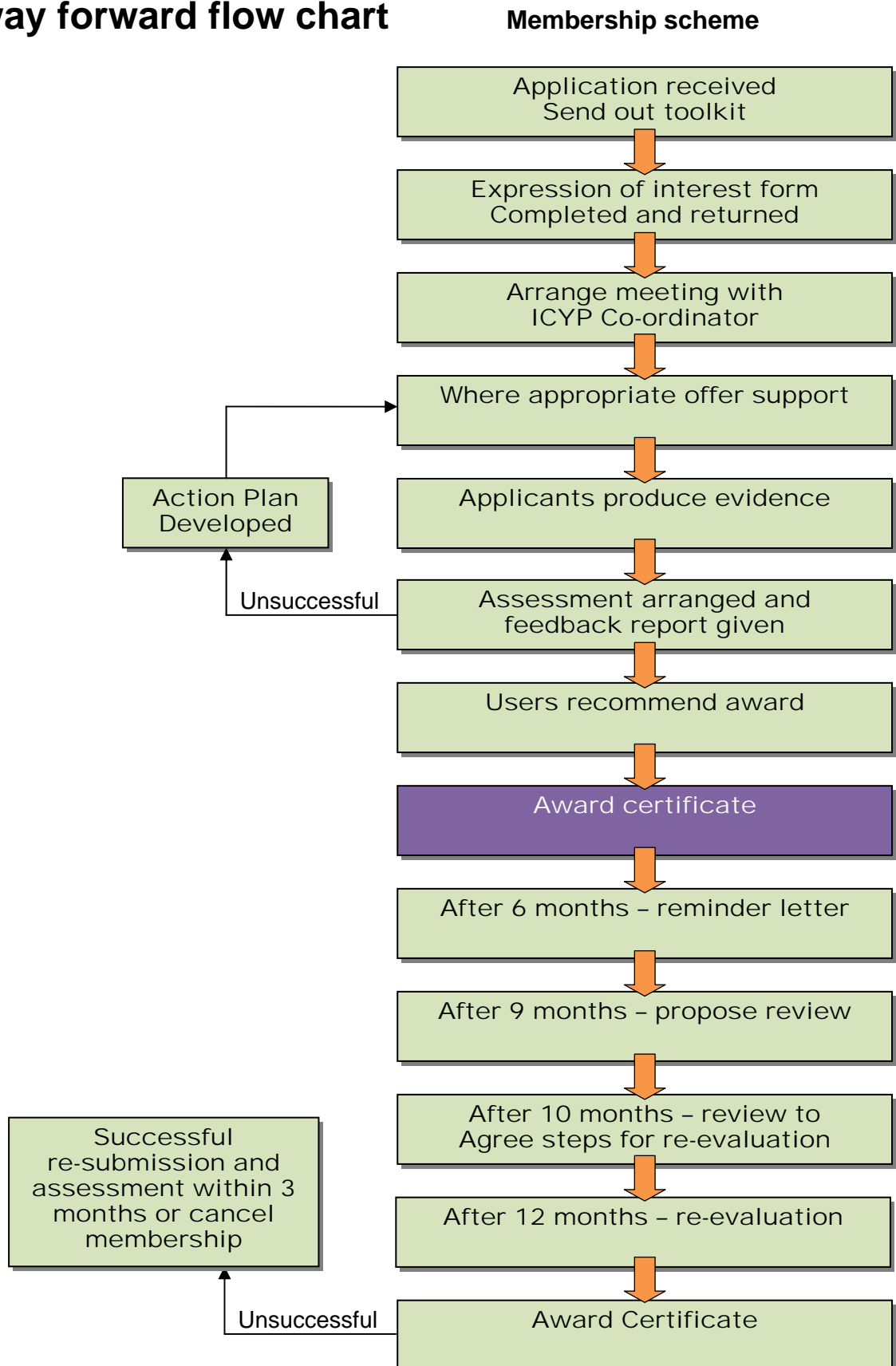
The Young Assessors are a group of young volunteers trained and supported by the Participation Team to work with organisations to enhance and promote participation good practice, support organisations through any transitions, and ultimately to reward the organisation with an Award Certificate.

The Young Assessors come from diverse backgrounds and experiences but all share a keen interest in helping to ensure organisations are children and young people friendly and have systems in place for their young users to give feedback and get involved by various means to improve the service they receive.

Following submission of the assessment application form, the organisation will be contacted to arrange two assessments by the Young Assessors. The Young Assessors will need to have contact with the organisation's users to discuss the information given in the self assessment and if needed, to offer recommendations for improvement.

If the organisation is unsuccessful in the first instant, the Young Assessors and the ICYP Coordinator will then work together to support the organisation through any changes stated in the Young Assessor's recommendations in order to achieve success and gain the Award Certificate.

The way forward flow chart



Cambridgeshire investing in children and young people

Expression of interest form

Name of service/
organisation

Main Contact

Address of
Organisation

Tel. No. Mobile No.

Email Address

A brief description of your organisation/service (*i.e. is it county, area or locality based, statutory or voluntary? The size and scope of the service/organisation/facility etc.*)

What aspect of your organisation are you looking to focus on?

Tell us a little about how young people have been actively involved in decision-making in your organisation/service

Organisation/service support needs

How would you describe your support needs i.e. the level of support you feel you will need from the Coordinator, what additional resources you may require etc

Do you have a Participation Charter?

Yes No

Have you used the Hear by Rights Assessment Tool?

Yes No

Signature

Date

**Return the completed form to: The Participation Team, Cambridgeshire County Council,
CC1013, Castle Court, Castle Hill, Cambridge CB3 0AP
t: 01223 728578
m: 07505 394642
email to clare.bruges@cambridgeshire.gov.uk**

Cambridgeshire investing in children and young people

Application form

Name and nature of organisation/service/facility

Contact details

Date of application

We wish to apply for Investing in Children and Young People Award on the following grounds:
(please refer to self assessment tool to collect information to support your application)

| Strands | Explain how/provide evidence |
|--|------------------------------|
| Is our organisation welcoming and accessible? | |
| Is it clear what our organisation does? | |
| Are children/young people satisfied with our organisation? | |
| Are children/young people involved in the design and delivery of our organisation? | |
| What have we | |

| | |
|--|--|
| changed as a result of user involvement and feedback? | |
|--|--|

**Return the completed form to: The Participation Team, Cambridgeshire County Council,
CC1013, Castle Court, Castle Hill, Cambridge CB3 0AP
t: 01223 728578
m: 07505 394642
email to clare.bruges@cambridgeshire.gov.uk**

Investing in Children and Young People

Self Assessment Thresholds

1. A minimum of two examples of how each of the criteria is met for each strand.
2. Evidence of action planned to address any gaps.
3. Each of the criteria areas is regularly reviewed and updated as needed.
4. The majority of children and young people think the criteria has been met.
5. Each criteria needs a combination of evidence:
 - Feedback
 - Examples of policy
 - Visible tangible products that evidence

** For plans of future work – it is possible that there could be an Award Pending status, with 6 months to achieve.

Cambridgeshire investing in children and young people

Organisational self assessment tool

This self assessment tool will provide information for you and your organisation so that you know:

- What good practice is already happening?
- Where the evidence is to support this (e.g. evaluations and case studies, testimonials)
- What needs to be improved and how you plan to do this

This information will be used by the Young Assessors when visiting your service and therefore it is based on the criteria that they will assess setting on. You do not have to fill every box, but you may find it useful to consider the aspects for each strand.

It is a good idea to read through first before beginning to fill it in. Also refer to the Self Assessment Prompt Sheet which will assist you with your Self Assessment. Try to write specific actions so that you can use this as an action plan which can be reviewed each year to celebrate good practice and plan for the future.

| Is the service welcoming and accessible? | Evidence of good practice (details) | What needs to be done? | By whom and when? |
|---|-------------------------------------|------------------------|-------------------|
| <p>Staff are friendly and welcoming to all.</p> <p>Opening times are appropriate to young people's needs.</p> <p>The right to privacy and confidentiality is respected.</p> <p>Facilities/equipment/resources accommodate the needs of all users e.g. ramps, ground floor toilets and meeting rooms, quiet area, hearing loop.</p> <p>Information is displayed clearly in a variety of forms including visual and languages.</p> <p>Language is informal and jargon-free.</p> | | | |
| Is it clear what the service | Evidence of good practice (details) | What needs to be | By whom and when? |

| does? | | done? | |
|--|--|-------------------------------|--------------------------|
| <p>Children and young people know and understand what the service offers because it is publicised in a range of ways.</p> <p>Information is given to users and their carers about the role of the service.</p> <p>Key policies/ways of working are presented to children and young people in user friendly ways e.g. posters.</p> | | | |
| Are children and young people satisfied with the service? | Evidence of good practice (details) | What needs to be done? | By whom and when? |
| <p>Children and young people use opportunities to give positive feedback, complaints and suggestions. These are listened to. Where appropriate, changes are made and fed back.</p> <p>The organisation has standards of good practice which are child and young person centered.</p> <p>There is a process for children and young people to regularly feedback their level of satisfaction with the service.</p> | | | |

| How are children and young people involved in the service? | Evidence of good practice (details) | What needs to be done? | By whom? | By when? |
|--|-------------------------------------|------------------------|----------|----------|
| <p>Children and young people's views influence planning, delivery and evaluation.</p> <p>Children and young people are all made aware of their right to have a say and have the opportunity to contribute.</p> <p>Where appropriate, children and young people are encouraged to get involved in the delivery of the service (e.g. peer mentoring / welcoming / recruitment of new staff/ other roles).</p> <p>Staff encourage and value children and young people's views and are prepared to change the way they work if necessary.</p> <p>Children and young people receive feedback including what has changed, along with what has not been achievable.</p> | | | | |

| As a result of user involvement and feedback, what has changed? | Evidence of good practice |
|---|----------------------------------|
| <p>List three examples of change as a result of listening to children and young people.</p> | <p>1.</p> |

Cambridgeshire investing in children and young people

Self Assessment Prompt Sheet

Name and nature of organisation/service/facility

Contact details

Date of application

We wish to apply for Investing in Children and Young People Award on the following grounds:
(please refer to self assessment tool to collect information to support your application)

| Strands | Explain how/provide evidence <i>(These examples are not exhaustive)</i> |
|---|--|
| Is our service welcoming and accessible? | <p><i>Are our staff friendly and welcoming?</i></p> <p><i>Do we have a comfortable and user friendly venue?</i></p> <p><i>What are the first impressions of users?</i></p> <p><i>Do we respect confidentiality?</i></p> <p><i>Is there Disability access?</i></p> <p><i>Are the opening hours/days suitable to our users?</i></p> <p><i>Are we easy to get to?</i></p> <p><i>Is it obvious how to contact our staff?</i></p> |
| Is it clear what our organisation does? | <p><i>Is our publicity and information written in young people friendly language?</i></p> <p><i>Do we make sure our staff are knowledgeable and able to answer questions from new users?</i></p> <p><i>Do we have a service charter in place and visible?</i></p> |
| Are children and young people satisfied with our organisation? | <p><i>Is a service charter in place and visible?</i></p> <p><i>How do we find out if service users have benefited from the service?</i></p> <p><i>Do we have examples of young people who have benefited from the service?</i></p> |

| | |
|--|---|
| | |
| <p>Are children and young people involved in the design and delivery of our organisation?</p> | <p><i>How are issues identified? e.g. suggestion boxes, surveys, Agenda Days, Have Your Say Events</i></p> <p><i>How has our organisation engaged in dialogue with our young users? i.e. school councils, youth forums, panel meetings</i></p> <p><i>What opportunities are there to be involved in service development? e.g. monitoring and evaluation, planning, recruitment, staff development, peer mentoring, delivering training</i></p> <p><i>What support processes are in place for service users to be involved?</i></p> <p><i>How are service users made aware of involvement opportunities?</i></p> |
| <p>What have you changed as a result of user involvement and feedback?</p> | <p><i>What has changed as a result of listening to service users? e.g. policy, processes, equipment, environment, opportunities, ways of working, opening times.</i></p> <p><i>How are the changes fed back to the users? e.g. 'What's Changed' posters, newsletters, mail-outs.</i></p> |

Cambridgeshire investing in children and young people

Young assessor's recommendations template

Young assessor's name(s)

Organisation's name

Date

Time

Location

| Strands | Explain how/provide evidence | Recommendations |
|--|------------------------------|-----------------|
| Welcoming and accessible | | |
| Purpose of service is clear | | |
| Children and young people's satisfaction | | |
| Children and young people's involvement | | |
| What's changed | | |

Cambridgeshire investing in children and young people

Action plan template

Young assessor's name(s)

Organisation's name

Name and details of responsible worker

Date

| Strands | Recommendations | Action | Areas for support/resources | By when |
|---|-----------------|--------|-----------------------------|---------|
| Welcoming and accessible | | | | |
| Purpose of service is clear | | | | |
| Children and young people's satisfaction | | | | |
| Children and young people's involvement | | | | |

Cambridgeshire County Council Youth Service

Young People's Charter

Your participation in any of our projects is entirely voluntary.

WHILE YOU CHOOSE TO BE INVOLVED WE WILL:

- Offer you a wide range of opportunities which are fun, challenging and affordable
- Work with you to enable you to develop your potential in a variety of settings
- Accept you for what you are and value your experience
- Encourage you to have a say in what goes on in your project and your community
- Encourage you to get involved in the running of the project if you wish
- Recognise your achievements
- Respect your privacy but listen to you to find out how you feel about yourself and your community
- Support and encourage you to develop your skills and build your confidence
- Provide information and resources to help you learn
- Respect confidentiality unless we have a legal duty not to do so
- Speak up for you in your community and help you to have your say
- Let you know how you can get involved in a range of activities provided by our service and others in your area
- Put you in touch with other services that might be able to help you

IN ADDITION

- You will have the right to work with trained, open, friendly and supportive staff who will try to treat you fairly
- Codes of conduct will be agreed with you and displayed where possible
- If you have cause to make a complaint you have the right to a prompt, honest and confidential response

IN RETURN WE WILL EXPECT THAT YOU WILL:

- Respect each other, other people and premises

Should you wish to make a complaint
your local contact is

on

If you are unhappy with your initial response please contact:
Steve White, Head of Youth Service, on 01223 718476.



Cambridgeshire
County Council

Investing

in children and young people

Name of Organisation

*has achieved investing
in children and young people
status for 12 months from
00/00/0000*

