

**The Hear by Right resources include:**

- Hear by Right book
- Electronic mapping and planning tool
- Building standards – tools to involve children and young people
- Involving children and young people: an introduction
- Children's and Young People's Trusts briefing
- **WHAT'S CHANGED – A TOOL TO RECORD AND EVALUATE WHAT HAS CHANGED BECAUSE OF GENUINE DIALOGUE WITH CHILDREN AND YOUNG PEOPLE** ✓

hear by right

standards for the active involvement  
of children and young people (2005)

# What's Changed

## Participation Outcomes Tool



**Name of organisation:**  
Surrey Youth Focus

**Date:**  
29/09/09

**Contact:**  
Nick Glover  
Surrey Youth Focus  
(01483) 453962

The National Youth Agency



Local Government Association

[www.nya.org.uk/hearbyright](http://www.nya.org.uk/hearbyright)

## What's Changed – Participation Outcomes Tool

1

**Name of organisation:** Surrey Youth Focus

**Name Of Project:** The Cabin, Youth Café, Knaphill

**Contact:** Nick Glover, Youth Development Worker, (01483) 453962, [nick.glover@surreyyouthfocus.org.uk](mailto:nick.glover@surreyyouthfocus.org.uk)

2

**The issue raised by children and young people:** Nowhere to go in the evening when it is dark

3

**Organisation**

The Residents Association co-ordinated an action plan with support from the Borough Council, Local Church Groups and Surrey Youth Focus after young people said they had nowhere to go in the evening when it was dark.

Young people said "even the Multi-Use Games Area doesn't have floodlights."

The Residents Association and Borough Council worked in partnership in order 'to open the doors' of the local community centre to young people"

Surrey Youth Focus provided help and guidance in how to set up a safe and successful project which encourages youth participation.

**What's changed**

Young people of Knaphill have a fun and safe place to meet in order to relax and connect with others.

The Café encourages participation in positive leisure activities, and actively involves young people in the running of the project.

4

**Specific children and young people**

*"We spent time talking with the Borough Council youth workers and discussed idea's for what would work for young people in Knaphill."*

*"We attended community meeting to listen to community members and give our opinions and support"*

*"I have helped to advertise the project by designing posters, a 'Facebook' page and publicising the project at my school"*

*"We entered a competition to come up with a name for the youth cafe"*

*The Results of a survey said that 80% of the young people would be hanging out on the street if they where not at the Youth Cafe.*

*"I have been to community meetings and volunteered as a helper. I have learned lots have developed my social skills"*

*"The Café has broken down prejudice and fear among different peer groups of young people. We now say 'hi' to each other in the street."*

5

**Other children and young people and the wider community**

*"The Community Centre was an area where a lot of young people where hanging around and we had complaints of anti-social behaviour" (Police)*

*"Young people said we can't go in the community centre, even if it's just to use the toilets. It is a community centre and we are part of the community" (Borough Council).*

*"We organised a management committee made up of local residents and set up a voluntary organisation to manage the project" (Resident).*

*"We have helped to raise funds (Borough Councillor)."*

*"We have given a grant to the project and attend the evenings whenever we can"*

*"Complaints of Anti-social behaviour have reduced by 40%" (Police).*

*"The relationship between young people and residents has changed. There is now new community cohesion and an improved perception of each other" (Borough Council).*

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|--|--|----------|--|
|  |  | (Police) |  |
|--|--|----------|--|

6

**Improved outcomes for children and young people:** *“I like it here, the people are really friendly and there are lots of things for us to do (Young Person).”*

This projects meets the every child matters improved outcomes for young people through providing opportunities to learn and participate, encouraging responsible attitudes, valuing others and building good relations with all sections of the community.

The project runs every Monday evening at 7:30pm to 9:00pm for 13 to 17 year olds. There are in excess of 30 volunteers and an average attendance of 40 young people.