

**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:**

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**Contact:**

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The National Youth Agency



Local Government Association

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

## What's Changed – Participation Outcomes Tool

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Name of organisation: Surrey Youth Focus  
 Name of project: Lower Green Youth Club  
 Contact: Marie Silvester, Youth Development Worker  
 (01483) 453962 [marie.silvester@surreyyouthfocus.org.uk](mailto:marie.silvester@surreyyouthfocus.org.uk)

2

The issue raised by children and young people: There is nowhere safe to go in the evenings.

3

Evidence from	Listening	Action	What's changed
<b>Organisation</b>	<p>'Young people are hanging around the local park, which is near to our community centre – It's scary for an elderly person' (Parish Councillor)</p> <p>'Young people are causing alot of problems for the local residents – Simply due to the fact that they don't have anywhere else to go' (PCSO)</p>	<p>'I supported a local resident to gain the necessary legalities to run a youth facility' (Parish Councillor)</p> <p>A plan was put together to try to set up a once weekly youth club with some assistance and guidance from Surrey Youth Focus.</p>	<p>'The young people now hang out in their youth facility' (Parish Councillor)</p> <p>'Local young people now have a safe and secure environment to meet with friends and socialise' (PCSO)</p>
<b>Specific children and young people</b>	<p>'Me and my friends had been wanting a youth club for ages – We suggested it again to the PCSO' (Young Person, 14)</p> <p>'It's very dark in the winter, that's why we hang around near the community centre – But we would really like our own youth club' (Young Person, 13)</p>	<p>'I helped decide on the colour that we wanted the youth club to be, and I even helped choose our pool table'(Young Person, 12)</p> <p>'I joined the Youth Council' (Young Person, 16)</p>	<p>'I have met a lot of new people the same age as me as they don't go to my school'. (Young Person, 15)</p>

4

5

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

'I have felt for years that there were no facilities for my teenage son'  
(Local Resident)

'I helped fundraise to gain some money so that the youth club could open'  
(Local Resident)

'When my son now goes out of an evening, I know he will be safe and warm'  
(Local Resident)

6

### Improved outcomes for children and young people:

This projects meets the every child matters improved outcomes for young people in many different aspects. These are –

- Being healthy
- Staying safe
- Enjoying and achieving
- Economic wellbeing
- Making a positive contribution.

A Committee has been formed in order to ensure that the youth club is constantly reaching it's full potential and there is also a youth committee to ensure that the young people are always getting their voices heard.

The project runs every Thursday evening at 6.30pm – 8.30pm for 10 to 16 year olds.

There are currently 3 local residents who have become adult volunteers, and this number has the potential to increase.

On opening night there were 18 young people who signed up to become members.

## How to fill in the *What's Changed* tool

### Making the case for participation

*"If the people who are supposed to be the beneficiaries of change do not know that it is happening – then it probably is not happening."*

**Lord Herman Ouseley, former Chair of the Commission for Racial Equality**

Using this tool can prove that things have changed to show that participation has been worth it. Prove it to the organisation, the funders and most importantly to the children and young people themselves. How were their voices heard? What happened next? What's now changed for the better for them? And you can show how these fit with the Every Child Matters outcomes.

This tool records the most important evidence of change, which is that from the children and young people themselves. It is essential that they tell their story in their words of evidence of dialogue and evidence of change. (This model was developed by *Investing in Children in Durham*.)

You can use these examples to celebrate their achievements of what's changed. The NYA is very keen to share your examples of on our website and in Young People Now magazine to build a body of evidence of participation outcomes. It doesn't need to be a complex issue, just change for the better!

### Completing the tool

- 1** Please write contact details of organisation and lead person.
- 2** Describe the issue that the children and young people raised / have been involved with and when.
- 3** This row of evidence is from the perspective of the (adult) organisation / project. Describe how the issue was initially raised by or with children and young people (Listening); how they were involved in planning and action (Action); and what is now different (What's changed).
- 4** This row of evidence is from the children and young people who directly participated in the dialogue and process of change. It should describe their own view on how the issue was initially raised (Listening); how they were involved in the planning and action (Action); and their view on what is now different (What's Changed). This evidence should include direct quotes from young people involved to demonstrate agreement of change having taken place, i.e. starting 'we...'
- 5** This row of evidence is from others that can understand and agree the change that has resulted from the children's and young people's participation. It is more likely that they will be able to comment on what tangible change can be seen (What's changed) rather than how the issue was initially raised (Listening). Again, where possible, please include direct quotes.
- 6** Here you can record which of the outcomes from Every Child Matters has been met. It may well be more than one of the five: Being healthy, Staying safe, Enjoying and achieving, Economic wellbeing, as well as Making a positive contribution.

## Worked example of *What's Changed*

This is a simplified (real-life) example to show how to use this tool			
Issue or concern raised by children and young people: <b>Developments at the Youth Centre (June 2004)</b>			
Evidence from	Listening	Action	What's changed
<b>Organisation</b>	Young people told us that they wanted various developments at the Youth Centre. Consultants from Market Towns initiative came to the Youth Centre to talk to Young People.	A local county councillor became involved to work alongside a youth worker with a group of young people to support them in attending a Market Towns Initiative meeting with their development ideas as a bid for funding.	Young people now use the outside ball court when it's dark as there is now lighting. They have a shelter they use as a meeting place. Greater understanding and improved relationships grew between the Youth Centre, the local councillor and young people.
<b>Specific children and young people</b>	We were asked for specific ideas on what needed to be developed at the Youth Centre.	We put together our ideas of what we wanted improving. We attended a Market Towns initiative meeting to put our proposal forward and were successful.	We got Market Town's money to generally clean up and improve the facilities outside the Youth Centre. This included a shelter, lighting for the ball courts and painting the fences and walls.
<b>Other children and young people and the wider community</b>		Other members of the youth clubs were kept informed of what was going on.	The Youth Centre looks better; we are able to use the ball court and the shelter. The whole area looks smarter. Customers of the local swimming pool also use the shelter.

**Improved outcomes for children and young people: staying safe; enjoying and achieving; making a positive contribution**

**Share your examples** locally and nationally by sending a copy to [activeinvolvement@nya.org.uk](mailto:activeinvolvement@nya.org.uk). They will appear on our web pages at [www.nya.org.uk/whatschanged](http://www.nya.org.uk/whatschanged). Some will also appear in Young People Now magazine.

See also *Hear by Right* web pages at [www.nya.org.uk/hearbyright](http://www.nya.org.uk/hearbyright).

**Further information and support** is available by contacting the Active Involvement team at The NYA on 0116 242 7406, [activeinvolvement@nya.org.uk](mailto:activeinvolvement@nya.org.uk)

*Hear by Right* (2005), published by The National Youth Agency, is available priced £10.00. Tel: 0116 242 7427; e-mail: [sales@nya.org.uk](mailto:sales@nya.org.uk)