



Children and Young People's National Participation Standards for Wales



Introduction

In Wales, there are seven National Participation Standards to help organisations and individuals make sure the process, quality and experience of any participation is good for children and young people.

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Background

The Participation Standards were originally developed by the Participation Unit. They have now been refreshed by Young Wales and Youth Forum workers, informed by consultations with young people. This work was supported by Welsh Government who identified the role of the Participation Standards in statutory guidance.

The Participation Standards identify the key issues that all workers should be aware of when working with children and young people in Wales. The Task and Finish Participation Standards group reviewed each of the seven standards and ensured that each one reflected the rights based ethos that is integral to working with children and young people.

The Standards are also underpinned by the **Well-being of Future Generations (Wales) Act 2015**. The Act puts involvement of children and young people, adults and communities at the heart of improving well-being, as well as being one of the five ways of working.

- The Act's guidance 'Shared Purpose: Shared Future' makes specific references to the National Participation Standards for Children and Young People
- The Act's guidance for Public Service Boards sets out the expectation that they will adopt the National Participation Standards in working with their partners, to enable children and young people to have a voice.

These are not new expectations. Local Authorities have been under a duty to enable the participation of children and young people since the Children and Families (Wales) Measure was passed in 2010 and statutory guidance has been in place since 2012. Welsh Government officials visited all Local Authorities to understand how the statutory guidance for children and young people's participation was being implemented, to share good practice.

Young Wales and Children in Wales has worked to promote awareness of the Participation Standards with all organisations who work with children and young people.

The Charter

During 2017 Young Wales has been working on two areas:

1. Refreshing the kitemarking process for those local authorities undertaking inspections
2. A new National Participation Charter that will highlight local Participation practices and capture intelligence that supports the future reporting of respective Well-being Plans

Organisations that work with children and young people are now able to apply for a Participation Charter from Young Wales to display at their facilities. The sign-up process will include a commitment to allow local youth forum members to visit the setting to undertake a short inspection, based on the participation standards.

Once a year, Young Wales will inform each youth forum which local organisations have signed up to the Charter.

Charter Guidance

The charter is used by organisations and services to illustrate their commitment to the Participation Standards. It is a statement of intent that they are working in line with the national Participation Standards. However, they must achieve the **National Kitemark** in order to use its logo.

On signing the Charter your organisation or service will be listed on the Children in Wales, Young Wales website charter map. Your details will also be shared with local kitemarking teams who may be able to offer you further support and advice.

 **Please note:** the Charter is not signed off by Welsh Government and is not a substitute for the recognised kitemark.

To complete this charter, please fill in the questionnaire below.

Every year a sample audit will be undertaken with some of the organisations to illustrate compliance. The Charter lasts for a **maximum of 2 years** and organisations are allowed to reapply for the Charter. Organisations will also be encouraged to consider sign-up to the National Participation Standards Kitemark.

This charter is underpinned by the three pillars of the UNCRC-**Protection, Provision** and **Participation**.

This charter is built on the Participation Standards.



Safonau Cyfranogiad Cenedlaethol dros Blant a Phobl ifanc

Children and Young People's National Participation Standards

"Mae gan blant hawl i roi eu barn ynghylch beth ddylai ddigwydd, pan fydd oedolion yn gwneud penderfyniadau sy'n effeithio arnyn nhw, ac i gael sylw i'w barn"

Erthygl 12: Confensiwn y Cenedloedd Unedig ar Hawliau'r Plentyn (CCUHP)

"Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account"

Article 12: The United Nations Convention on the Rights of the Child (UNCRC)

Mae hyn yn golygu:

Byddwn ni:

This means:

We will:

- Mae gennych chi'r hawl i wybodaeth sy'n hawdd ei deall ac sy'n gadael i chi wneud penderfyniad gwybodus.

- Yn darparu gwybodaeth o safon dda, yn glir ac yn hawdd mynd ati.
- Yn rhoi gwybod i chi pwy sy'n mynd i wrando a gadael i chi wybod pa wahaniaeth gallai'ch cyfranogiad chi ei wneud.

1
Gwybodaeth
Information

- You have the right to information that is easy to understand and allows you to make an informed decision.

- Provide information that is good quality, clear and accessible.
- Inform you about who's going to listen and let you know what difference your involvement could make.

- Mae gennych chi'r hawl i ddewis cymryd rhan a gweithio ar bethau sy'n bwysig i chi.

- Yn rhoi digon o gefnogaeth ac amser i chi ddewis a ydych chi eisiau cymryd rhan.

2
Chi biau'r dewis
It's your choice

- You have the right to choose to be involved and work on things that are important to you.

- Give you enough support and time to choose if you want to get involved.

- Mae plant a phobl ifanc i gyd yn wahanol ac mae ganddyn nhw'r hawl i gael eu trin yn deg.

- Yn herio gwahaniaethu.
- Yn cynnig amrediad o gyfleoedd a chefnogaeth i fodloni anghenion plant a phobl ifanc.

3
Dim gwahaniaethu
No discrimination

- Children and young people are all different and have the right to be treated fairly.

- Challenge discrimination.
- Provide a range of opportunities and support to meet the needs of children and young people.

- Mae gennych chi'r hawl i leisio barn. Mae'ch safbwyntiau chi'n bwysig a chânt eu parchu.

- Yn gwrandao ar eich barn, eich profiadau a'ch syniadau ac yn eich cymryd chi o ddifri.
- Yn gweithio gyda chi ar bethau rydych chi'n dweud eu bod nhw'n bwysig.
- Yn gwerthfawrogi beth sydd gennych chi i'w gynnig.

4
Parch
Respect

- You have the right to have a say. Your opinions are important and will be respected.

- Listen to your views, experiences and ideas and take you seriously.
- Work with you on things you say are important.
- Value what you have to offer.

- Mae gennych chi'r hawl i ddysgu a bod y gorau y gallwch chi fod.
- Bydd gennych chi gyfleoedd i weithio gyda phobl eraill a gwneud gwahaniaeth.
- Rydyn ni eisiau i chi gymryd rhan mewn profiadau positif.

- Yn gweithio gyda chi mewn ffordd ddiogel, hwyl a phleserus.
- Yn manteisio i'r eithaf ar beth rydych chi'n ei wybod ac yn gwneud pethau sy'n meithrin eich hyder a'ch sgiliau chi.

5
Bod ar eich ennill
You get something out of it

- You have the right to learn and be the best you can be.
- You will have opportunities to work with others and make a difference.
- We want you to be involved in positive experiences.

- Work with you in safe, fun and enjoyable ways.
- Make the most of what you know and do things that build your confidence and skills.

- Mae gennych chi'r hawl i wybod pa wahaniaethau rydych chi wedi eu gwneud a sut mae rhywun wedi gwrandao ar eich syniadau chi.

- Bob amser yn sicrhau eich bod chi'n cael adborth o fewn amser sydd wedi'i gytuno.
- Yn dweud wrthydd chi sut mae'ch syniadau wedi cael eu defnyddio a pham.
- Yn dweud wrthydd chi beth sy'n digwydd nesaf.

6
Adborth
Feedback

- You have the right to know what differences you have made and how your ideas have been listened to.

- Always ensure you have feedback in an agreed time.
- Tell you how your ideas have been used and why.
- Tell you what happens next.

- Dylai'r bobl sy'n gwneud penderfyniadau sy'n effeithio ar blant a phobl ifanc roi hawliau plant yng nghanol popeth maen nhw'n ei wneud.

- Yn gweithio gyda chi ac yn dysgu sut i wneud pethau'n well.
- Yn gwneud yn siŵr bod eich barn yn gwneud gwahaniaeth i'r ffordd rydyn ni'n gwneud cynlluniau a phenderfyniadau.

7
Gweithio'n well drosodd chi
Working better for you

- Those who make decisions that affect children and young people should put children's rights at the centre of everything they do.

- Work with you and learn how we can do things better.
- Ensure your views make a difference to the way we make plans and decisions.

Y Safonau hyn sy'n cynnal tair colofn CCUHP - Diogelu, Darpariaeth a Chyfranogi
The Standards underpin the three pillars of the UNCRC – Protection, Provision & Participation





Children and Young People's National Participation Standards

Charter

On behalf of the organisation the signatories below agree to the following:

PARTICIPATION

As an organisation, we will promote and raise awareness of the National Participation Standards as a part of our commitment to providing a quality experience for young people.

PROTECTION

As an organisation, we will ensure we work in a safe and enjoyable way with young people in accordance with legislation and safe recruiting practices.

PROVISION

As an organisation, we are committed to providing a quality service that is shaped by young people's views and that reflects their needs.

Signed by staff:

Name of Organisation:

Date:

Signed by young person(s):

Signed by CEO of Children in Wales:





Questionnaire

Your Name (service area / organisation etc)?

Lead contact name and details – including e-mail?

What county does your service area / organisation operate in?

What does your service area / organisation do?

Why would you like to sign-up to the Participation Charter?

What are you currently doing to meet the charter – please give example (maximum of 200 words)?



Kitemark

Purpose of Kitemarking and Inspections

The National Participation Standards supports services working with children and young people in monitoring the effectiveness of developing youth participation within their organisations. This ensures children and young people participate in the design, delivery and evaluation of services. The National Kitemark is endorsed by Welsh Government. A certificate (valid for 4 years) is awarded to services who have demonstrated they are achieving against all seven National Standards. However, if an organisation does not pass the inspection then they'll be given feedback with recommendations that detail their areas of good practice, and their priorities for development.

The Process

The self-assessment can be used internally as a developmental tool to measure participatory practices. Before completing the self-assessment, organisations will have to sign up to the Charter in this booklet.

Every organisation has to provide at least three pieces of evidence per Standard, highlighting work that's taken place in the last 12 months. Examples of the types of evidence can be found on the following pages. Each Standard must be graded using the key:

Intending – you have identified an area that needs improvement

Developing – you're currently working towards improving the identified area

Achieving – you have achieved or are achieving in this area.

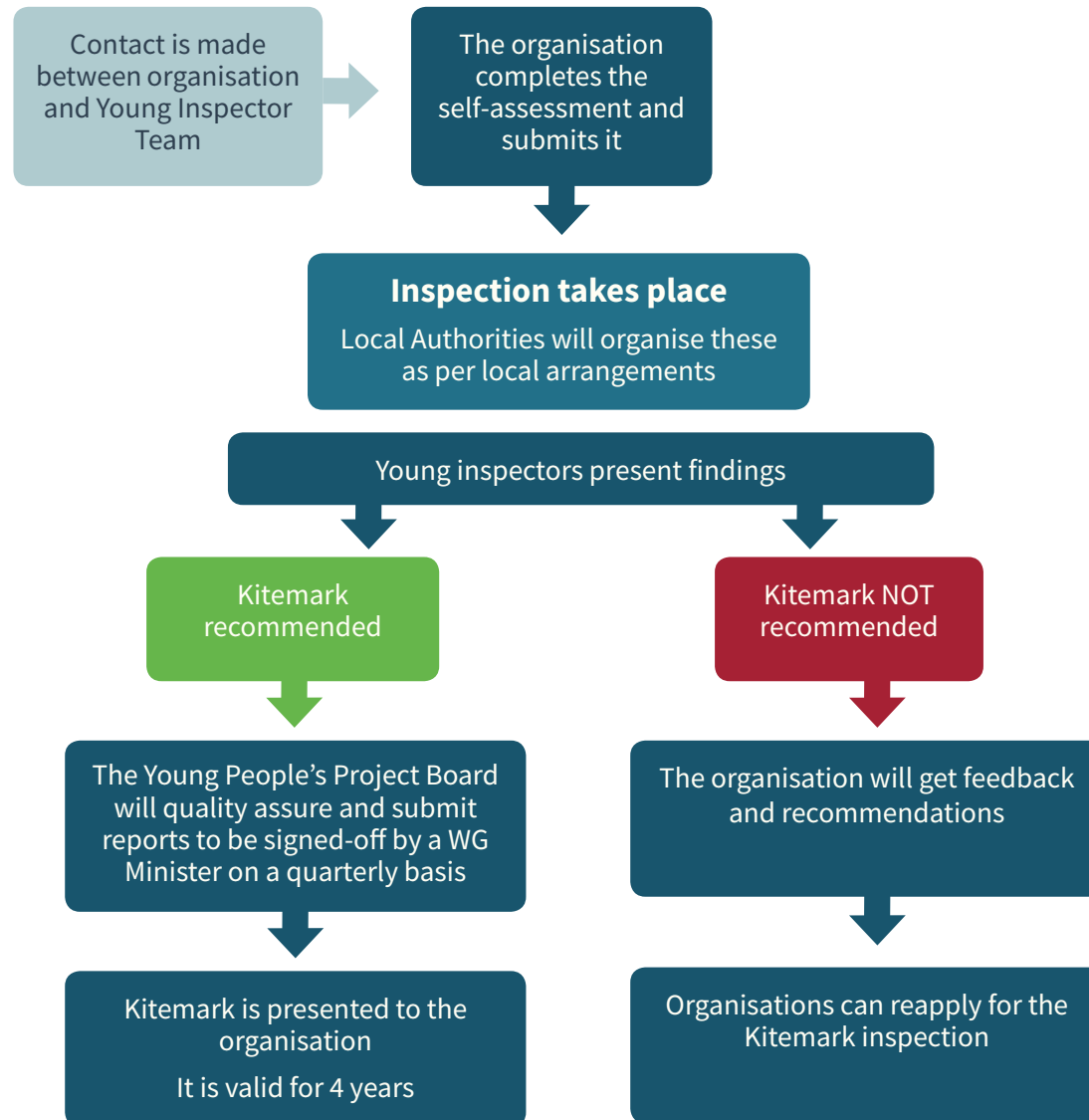
 **Please note:** to apply for the Kitemark you must be achieving in each Standard and be signed up to the Charter.

You can contact your local Young Inspector Team for further information or to begin the Kitemark process. You can find out your local inspector team on the [Children in Wales website](#).



The Process

Welsh Government, Children in Wales and Local Authorities must promote the standards in all sectors that work with children and young people. This will be coordinated and managed by statutory youth councils or forums.



i Organisations can reapply for a Kitemark inspection after three years.

Examples of Evidence

Examples of evidence that can be submitted – this isn't an exhaustive list:

Information

We will provide information that is good quality, clear and accessible.

- Age appropriate, up-to-date information that is on display and available bilingually or in other formats as required e.g. braille, information shared via e-mail, text, social media, etc.
- Information that has been produced by young people
- Examples of specific information requests that have been fulfilled.

We will inform you about who's going to listen and let you know what difference your involvement could make.

- Minutes of meetings where young people were involved and evidence that these were shared in a variety of ways
- Use of protocol form, feedback forms, questionnaires about participant experience
- Evidence how young people can influence the running of the provision e.g. specific funding bids, projects etc.
- Suggestion boxes are available and complaints and feedback procedures are accessible to young people.

It's Your Choice

We will give you enough support and time to choose if you want to get involved.

- Letters, texts, calendar of events
- Proof that young people are given time to get involved, are informed and make a decision. Evidence that best practice outweighs ad-hoc practice and avoids tokenism
- A case study or an example of where delivery has been changed to accommodate someone in exceptional circumstances, who has an additional need or who is at risk of disengagement.

No Discrimination

We will challenge discrimination.

- How awareness of equal opportunities is demonstrated by staff, volunteers and young people
- Examples of how the provision celebrates difference, promotes inclusivity and diversity, anti-bullying policy and procedure
- Calendar of events that provide visibility, raise awareness and celebrate difference (protected characteristics)
- Evidence from young people when staff challenged discrimination
- A code of conduct drawn up by young people, who attend the provision, that is on display and regularly updated. This must make explicit mention to respect.

Provide a range of opportunities and support to meet the needs of children and young people.

- Give examples of how your provision has accommodated an individual's needs, e.g. one-to-one work, information in different formats, etc.
- A relevant understanding of any community tensions or cohesion issues
- Staff show understanding of how individual characteristics can affect young people's participation and engagement
- Examples of restorative practices.

Respect

We will listen to your views, experience and ideas and take you seriously.

- A young people's forum is present that is inclusive, representative (possibly elected) and diverse where possible
- Suggestion boxes, feedback forms
- Clear mission statement and terms of reference on how the group works, e.g.
 - Respecting people's voices and encouraging participation from a wide range of voices, ask young people if they feel respected and do they feel they can challenge it?
 - Are there clear demonstrations of positive relationships between staff and young people?
 - Do people understand their roles and boundaries?
 - Do young people feel empowered?
 - Do young people feel they have any responsibilities in the provision?
 - Are young people involved in any management or sub groups in the project/ organisation?
 - Are people aware of children's rights (UNCRC)?
 - How does the provision ensure all young people; even those who are less engaged or forthcoming with their views, feel the organisation represents them and respects their views?
- Evidence of an open-door policy
- Evidence of confidentiality and trust being maintained between staff and young people where appropriate.

We will work with you on things you say are important.

- Evidence of consultations and projects with feedback provided promptly and measurable outcomes where appropriate
- Evidence that work is tailored to young people's needs.

We will value what you have to offer.

- Tailoring support available so every participant can achieve and access opportunities in accordance with their rights and the national participation standards
- Do young people feel the provision has developed to fit their needs?
- Do staff recognise where people started and how far they have travelled so far – can they give an example such as a case study?
- Do young people feel they are valued even if they don't play an active part in a measurable aspect of the provision, e.g. forums?

Get Something Out of It

We will work with you in safe, fun and enjoyable ways.

- Appropriate risk assessments in place
- Staff and young people are aware of all relevant policies and procedures
- Evaluations show young people are asked whether they have fun and enjoy the provision.

We will make the most of what you know and do things that build your confidence and skills.

- Do young people feel that they have developed their own skills and knowledge due to working with the organisation?
- Accreditation and certificates that reflect the needs of the service-users
- Range of activities that young people have had a say on
- Rewards, evidence of distance travelled, social experiences.

Feedback

We will always ensure you have feedback in an agreed time.

- Staff are able to demonstrate a clear process where young people were consulted, action was taken, young people were told, and this happens regularly
- Staff provide examples/proof of how feedback is shared; preferably employing different methods of distribution such as social media, e-mails, texts, etc.

We will tell you how your ideas have been used and why.

- Communicate these in a variety of recorded ways, e.g. minutes, e-mails, display board, etc.
- Ask young people about their experiences with consultations:
 - Do young people feel that their ideas have been taken on board and can they tell you about something that has changed?
 - Do young people understand why a change hasn't been made?
 - Was the feedback understandable and accessible? If it was not then what did the staff do next?
 - Can staff give an example of a time when a challenging message was communicated to young people – how did they do it and what was the response?

We will tell you what happens next.

- Staff give evidence that they have communicated with young people in a variety of ways which takes into account different needs.

Working Better for You

We will work with you and learn how we can do things better.

- Consultations, focus groups, questionnaires, surveys, one-to-one and group intervention, reflection, evaluations, recommendations, reports, etc.
- There should also be a visible complaints procedure that young people can utilise
- Staff to demonstrate how they have implemented a rights-based agenda and young people's views:
 - How are the comments reflected in strategic and operational delivery plans?
 - How will the provision monitor and reflect on changes to make further improvements/reverse non-effective changes in the future, etc.
- Which standards have been worked on specifically?
- What improvements have worked in the past?
- We will ensure your views make a difference to the way we make plans and decisions
- Staff demonstrate evidence on how they asked a representative sample of young people their opinions in a variety of ways to support accessibility:
 - How was it used in strategic/operational plans?
 - Are staff able to give examples of how it has been cascaded to other staff and volunteers?
- Have any changes been made? Are the young people satisfied with these changes?
- What decisions have been directly influenced by young people's feedback?