

Hear by Right

Developing best practice in
young people's participation



“Every young person has the right to express their views, feelings and wishes in all matters affecting them and to have their views considered and taken seriously.”

Article 12, The UN Convention on the rights of the child



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About Hear by Right

Hear by Right was established over 10 years ago and was created with and for young people to support organisations within the youth sector to transform more young people's lives by developing their voice, influence and place within society. Today, young people's voices are as important as ever with many organisations using participation, co-production and social action throughout their programmes and core work. This new and updated version of Hear by Right has been designed to be flexible across all sectors, encouraging organisations of all shapes and sizes that work with young people to join us in recognising the importance of young people's participation throughout all of our work.

Hear by Right is an organisational development tool built on a framework of seven standards with 20 indicators that describe best practice, supporting organisations to plan, develop and evaluate their participation practices and provision. It fosters a culture of development; a continual journey for keeping young people at the heart of decision making.

The Hear by Right framework is a free resource for self-assessment, there is also the option to go for a formal assessment process to gain a national NYA award to recognise and celebrate great practice in participation.

The following pages provide information on how to get started with Hear by Right and find the right approach for your organisation.



Why Hear by Right?

Substantial evidence points to the fact that participant led youth work delivers more positive and meaningful outcomes compared to a prescriptive delivery which has had little or no input from the young people it is designed to help. The NYA believes giving young people a voice and involving them in project and programme development is an integral aspect of youth work delivery. An effective participation strategy is fundamentally about sharing power with children and young people. However, we are also aware for some organisations this approach can be challenging and there is a need for practical guidance.

In answer to this, The National Youth Agency developed the Hear by Right assessment and validation process. This is designed to help organisations of any size and delivery model to achieve best practice in the safe, sound and sustainable participation of children and young people in the services and activities they take part in.

Hear by Right can be used by any organisation working with young people. It is an organisational development tool which maps the participation currently taking place in organisations and shows them how to plan for improvement.

Hear by Right will support your organisation to:

- Inspire and equip young people to become change makers, influencers and co-producers
- Embed participation across your whole organisation
- Foster best practice
- Support and develop your team
- Improve your services
- Inject new life into your organisation
- Increase interest from funders
- Become part of The National Youth Agency network and join our #ParticipationPledge

What is Participation?



Influence Inclusive
Right Developmental
Young People
Change Power
Leadership
Production Dialogue **Listening**
Coherence
Connection **Support**
Sharing **Active**
Participation
Two Way Mutuality Involvement **Action**
Decision Making **Engagement**
Produced **Democratic** **Together**
Active Meaningful
Co-Production **Leadership**
Collaboration

Getting Started with Hear by Right

Hear by Right recognises participation practice as a continual journey and can flex to work for your organisation and its needs. The below takes you through the steps of the full Hear by Right journey but you can choose how and when to engage in any of these levels at any time.

Register

Step 1: Register

You can register to start your Hear by Right journey online at www.nya.org.uk

Step 2: Resources

Once registered you will be able to access the Getting Started with Hear by Right resources. Please feel free to download, use, read and share.

Step 3: Commit with your Participation Pledge

You will be asked to commit to our Participation Pledge. This allows you to become part of a network of organisations who have made a pledge to promote and practice participation. You will be required to submit a logo and a short summary of your organisation which will be added to our website. Once completed we will send you our Participation Pledge Logo which you can share and add to your website and social media channels.

Hear by Right Insight Session

To help your organisation understand more on participation and Hear by Right, up to two members of your team can attend a half day insight session.

This session will:

- Increase your organisation's understanding of participation
- Increase your organisation's knowledge about how to improve young people's participation
- Assist your organisation in using the Hear by Right Framework
- Act as a practical guide through the assessment criteria and indicators

With the resources and training you may feel confident to carry out an internal self-assessment. We hope you will want to continue on your journey and work toward formal assessment for the National Youth Agency Hear by Right Award.

The Hear by Right Insight Session will be charged at £50 per person but will be deducted from the assessment fee, if and when your organisation signs up to the award process.

Assessment for the award

After you have completed the Hear by Right Insight Session a member of the NYA team will contact you to discuss and plan the assessment process. This is to help decide which level of award is most appropriate for your organisation. From this discussion, and on receipt of your registration fee, you will be supplied with your unique log in details to our tailored virtual space giving you access to resources, forums and other information key to your Hear by Right journey.

There are two assessment submission points each year: January and August. Once you have submitted your documents for assessment our Hear by Right Board, which consists of participation experts from across the sector and includes two youth representatives, meet and consider your submission.

Awarding

The Hear by Right Board will give you feedback on your submission within 10 weeks of submission. The Board will either award you with Hear by Right or provide development areas and timeframe to resubmit.



The Hear by Right Award Process

The Hear by Right Award Process only requires you to complete three key documents that build together to form your submission:

Participation Pledge

This Pledge demonstrates your organisation's commitment to the participation of young people. This includes looking at the values of Hear by Right (inclusion, empowerment, commitment and impact) and recognising how your organisation has pledged to address these. You will receive full details when you register for Hear by Right.

Hear by Right Framework

This is a mapping and planning document for your Hear by Right journey. You use this to review and plan:

- a.** where you are currently
- b.** where you want to be
- c.** how you will get there.

Case Study

Following on from the mapping and planning and the associated development phase, organisations are required to produce a case study. This is to evidence the significant impact Hear by Right has had on your whole organisation and evaluates your journey since the submission of your Hear by Right Framework document.

Collectively these documents will be your Hear by Right award submission and will be reviewed by the Board to make a judgement on whether to award or whether further development is required.

Participation Pledge

Your Participation Pledge enables you to sign up to our Network of organisations that pledge their commitment to Participation

The Pledge allows you to explore and share your commitment across the Hear By Right values: Inclusion, Empowerment, Commitment, Impact.



Case Study

Your case study will evaluate and share the impact Hear by Right has had on your organisation.

Using your Hear by Framework you should share what has been achieved, how it has been achieved and what impact this has made.

Hear by Right Framework

The Hear by Right Framework follows the ‘Seven S’ model for organisations. These are: Shared Values, Strategies, Structures, Systems, Staff, Skills and knowledge and Style of leadership

You will use these headings as guideline indicators (see above) to map and plan activity within them.

Hear by Right levels of award

Hear by Right is built on standards and indicators that describe best practice and is awarded at two levels:

ACTIVE requires you to map and plan 7-17 indicators

FLAGSHIP requires you to map and plan 18-20.

NYA will help you work through the indicators and start to identify which level you feel is appropriate and which you may already be achieving and those that you want to work to improve.

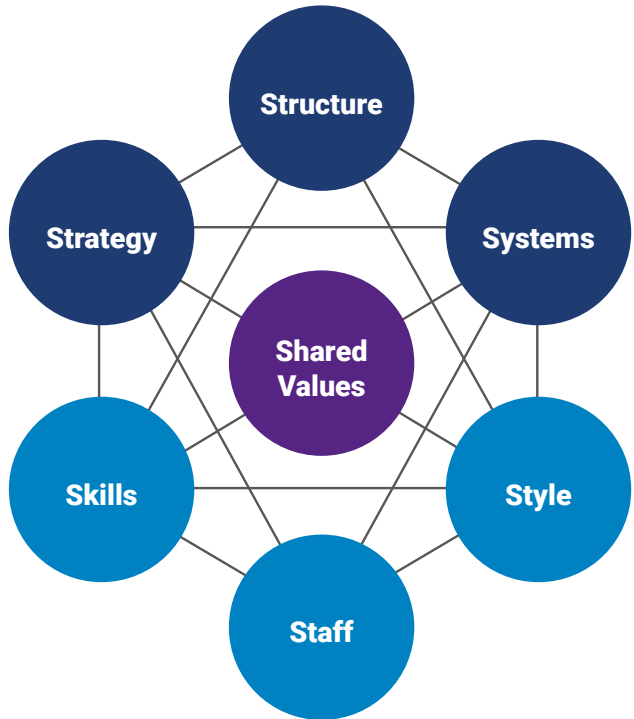
As the Award is around recognising your reflective practice and growth, many organisations start at the Active level and work towards Flagship but this is dependent on your organisation. The National Youth Agency will help you to use the tool to adapt the indicators to your setting and map your development through the award process.



Hear by Right Standards

The Hear by Right standards cover all aspects of young people’s participation. The principles apply flexibly and equally to large statutory organisations working in partnerships and to small voluntary sector organisations working independently. The standards can also be used at project level. They are used so widely that they offer a helpful common ground and shared language on participation.

Hear by Right has seven standards based on the ‘Seven S’ model for organizational development. The seven Hear by Right standards focus on improving young people’s participation in the organisation, which in turn will improve the services that will help them to improve their lives.



Indicators

The seven standards are broken down into individual indicators which allow your organisation to identify areas you currently do well and areas for development. As Hear by Right is encouraging a continual cycle of review and reflection assessment it allows organisations to openly evaluate learning through their Hear by Right journey. In order to achieve Hear by Right at an Active Level you must be working towards between 7 and 17 indicators. To achieve Hear by Right Flagship Level you must be working towards 18-20 indicators.

We encourage, where appropriate and possible, for organisations working toward Active to select at least one indicator from each of the seven standards.



Shared Values

- 1.1 We have a central commitment to participation
- 1.2 We show clearly our shared values on participation
- 1.3 We recognise and promote Article 12 of the Convention on the Rights of the Child

Strategies

- 2.1 We have undertaken an audit of our resources that support participation
- 2.2 We have a strategic plan for participation

Structures

- 3.1 Young people tell us how they want to participate
- 3.2 We have lots of different ways for young people to participate
- 3.3 We make sure lots of different young people are included in participation

Systems

- 4.1 We have a range of policies in place to support participation
- 4.2 We have budgets and finance systems in place to support participation
- 4.3 We record and promote 'what's changed' because of participation

Staff

- 5.1 Job descriptions of key staff include skills and commitment to participation
- 5.2 Young people participate in the recruitment and induction of key staff
- 5.3 Supervision and appraisal of key staff includes progress on participation

Skills & Knowledge

- 6.1 Young people receive participation training
- 6.2 Staff receive participation training
- 6.3 Young people have enough information to participate fully

Leadership

- 7.1 Senior managers and leaders are champions for participation
- 7.2 Senior managers and leaders support innovation in participation practice
- 7.3 Senior managers and leaders take an active part in participation events

How long does Hear by Right take?

The following is a time guide for the different steps within Hear by Right:

- Registration – this can happen at any point during the year
- Take part in NYA's #ParticipationPledge – this can happen at any point during the year
- Attend a Hear by Right Insight Session – Insight days take place in January, April, August and November
- Participation Pledge and Hear by Right Framework – submission dates are January and August
- Case Study – you have up to 12 months to submit your case study. Submission dates are: January and August
- The National Youth Agency will notify you about your award within 10 weeks after the submission deadline
- Your Hear by Right Award is valid for two years.
- As Hear by Right is a continual organisational development tool you will then be encouraged to go through the process to build on existing practices and develop in new ways.

Hear by Right is flexible to the needs of your organisation. It can take 12-18 months to complete a Hear by Right journey, some will need more time and some less. It will be influenced by your start point, the shape and size of your organisation and the resource you have available to support this work.

Costs

Self-assessment

Hear by Right is free to use as a guide for self-assessment.

For organisations choosing a self-assessment only journey they can still access Hear by Right training and this is charged at £50.00 per person. If at a later stage the organisation goes forward in the award process, then this training cost will be deducted from assessment fees.

Hear by Right Award

All costs include:

- Two people attending a Hear by Right Insight Session
- Hear by Right Framework
- Access to online resources and toolkits to support your Hear by Right journey
- Certificate of Achievement and a Celebration Toolkit
- Join the NYA Network and gain access to NYA's resource library
- Invitation and discount to NYA events

We have based costs on annual turnover to provide as many organisations access to Hear by Right as possible.

Annual Turnover	Pledge	Active	Flagship
Under £500,000	FREE	£750	£1,000
£500,000 - £1,000,000	FREE	£1,050	£1,300
£1,000,000 - £2,000,000	FREE	£1,350	£1,600
£2,000,000 and Above	FREE	£1,650	£1,900

Support for your Hear by Right Award

Resources – you can find a variety of resources to support Participation at:

www.nya.org.uk

You can also access training and support directly from The National Youth Agency including Participation Training, Policy Support, Young People's Leadership Training, Youth Work in Practice and many more. For information on training available visit www.nya.org.uk/training





NYA
National Youth Agency

We hope this information has been useful and you are excited to join us in promoting, developing and celebrating young people's participation.

For more information contact nya@nya.org.uk or call **0116 242 7350**

nya.org.uk

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