

# Education, Children and Families Committee

10am, Tuesday, 21 May 2013

## Engagement of children, young people and parents/carers in the development of services for children and families in Edinburgh

Item number	8.2
Report number	
Wards	All

### Links

Coalition pledges	<a href="#">P1</a> , <a href="#">P3</a> , <a href="#">P5</a> , <a href="#">P7</a> , <a href="#">P33</a> , <a href="#">P36</a>
Council outcomes	<a href="#">CO1-CO6</a> , <a href="#">CO23- CO26</a>
Single Outcome Agreement	<a href="#">SO3</a>

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# Executive summary

## Engagement of children, young people and parents/carers in the development of services for children and families in Edinburgh

### Summary

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The purpose of this report is to provide an update on the engagement of children, young people, parents/carers and other stakeholders in the development of services for children and families in Edinburgh. The report provides information on school self-evaluation surveys, Customer Service Excellence, and a wide range of engagement activities and consultations across the service area. Detailed information on participation which was prepared for the Children's Services Inspection is included as an appendix.

### Recommendations

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The Education, Children and Families Committee is requested to:

1. Note the contents of this report and the progress made in terms of engagement
2. Agree to receive a further report on progress in engagement in May 2014.

### Measures of success

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This report is partly based on:

- Feedback from children and young people and parents/carers in the annual school surveys and from Edinburgh residents in the Edinburgh People's Survey
- Information prepared for the Children's Services Inspection. The inspectors have assessed our participation and engagement as 'very good'.
- Assessment feedback in relation to Customer Service Excellence.

### Financial impact

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There are no financial implications in this report.

## Equalities impact

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Equalities is fully embedded in our approach to engagement:

- The rights of all children and young people are at the centre of youth participation in terms of involving young people in decision-making at school, community and citywide levels and Edinburgh's Members of the Scottish Youth Parliament are able to engage at a national level through the Scottish Youth Parliament
- Survey results are analysed by gender, disability and race. Plans are in place to gather evidence of other equalities protected characteristics in order to meet equalities legal duties. Any significant differences are reported to the Senior Management Team and to appropriate services
- Efforts are made to ensure that 'hardly reached' groups are included in engagement activities (two of our services were recognised for best practice in this area by our Customer Service Excellence assessor).
- We consider therefore that the impact of our engagement activities is positive.

## Sustainability impact

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There are no adverse impacts arising from this report.

## Consultation and engagement

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This report is specifically about Children and Families approach to consultation and engagement.

## Background reading / external references

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['Engagement of children, young people and parents/carers in the development of services for children and families in Edinburgh'](#), Education, Children and Families Committee 8 March 2012.

## Engagement of children, young people and parents/carers in the development of services for children and families in Edinburgh

### 1. Background

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- 1.1 This report provides members of the Education, Children and Families Committee with an overview and summary of a wide range of service user engagement activities across Children and Families.
- 1.2 The committee has asked to receive an annual update on engagement. This report includes:
- A brief summary of the annual school self-evaluation surveys, including numbers taking part and findings
  - An update on Customer Service Excellence
  - Information on a range of activities and consultations across the service area
  - A detailed position statement on participation as prepared for the Children's Services Inspection at the end of 2012 (see appendix 1).

### 2. Main report

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- 2.1 The annual pupil and parent/carer self-evaluation surveys across nursery, primary, secondary and special schools closed on Friday 8 February. In total, 3,983 parents/carers; 2,854 secondary school pupils and 12,157 primary pupils completed the surveys. This represents a rise of 62% in the number of parents/carers responding compared with the 2011 survey; a drop of 14% in the number of secondary-aged pupils compared with 2012 and rise of 8% in the number of primary pupils completing the Growing Confidence Pupil Well-being Questionnaire compared with 2012.

2.2 Parents/carers remain overwhelmingly positive about their child's experience, with almost all agreeing that:

- My child enjoys learning at school: 96%
- My child feels safe at school: 94%
- The school helps my child to be more confident: 92%
- My child is treated fairly at school: 92%
- Overall I am happy with the school: 91%

The figures for these responses are largely the same as in 2011, with a slight improvement in the response for 'my child enjoys learning at school'.

2.3 Secondary aged pupils are positive about their experience, with almost all agreeing that:

- Staff expect me to take responsibility for my own work in class: 93%
- I expect to be able to get a job, college, training or university place when I leave school: 92%

And most agreeing that:

- I am getting along well with my school work: 87%
- I get help when I need it: 84%.

These responses are slightly up on last year (although the statement on expectations on leaving school is new).

2.4 A full analysis of all of the surveys is being shared with schools and across Children and Families. Each school has received a report on the feedback from its pupils and parents/carers. The findings of the parent/carer survey will also inform the development of the Parental Engagement Strategy.

2.5 Data from the Edinburgh People's Survey shows a high and improving level of satisfaction with nursery (from 81% in 2011 to 86% in 2012), primary (from 84% to 89%) and secondary (from 77% to 87%) schools on the part of Edinburgh residents.

### **Customer Service Excellence (CSE)**

2.6 CSE is the national standard for delivering excellent customer-focused services. As part of the Achieving Excellence programme, the Council is committed to achieving CSE across service areas. The first phase of CSE in Children and Families has been successfully completed with the Education

Welfare Service, Family and Community Support, and Planning and Performance achieving CSE accreditation and Queensferry High School successfully completing its annual re-accreditation.

- 2.7 Family and Community Support and the Education Welfare Service (EWS) achieved two areas of compliance plus – ‘viewed as exceptional or an exemplar for others’ – for staff understanding of customer needs, ensuring that all customers are treated fairly and for the efforts made to identify and work with hardly reached and disadvantaged groups. The EWS was nominated for the staff awards last year for its work in relation to CSE.
- 2.8 Each of the services involved are now using adapted versions of the Customer Satisfaction Measurement Tool to consult systematically with customers and partners, and identify areas for improvement.
- 2.9 The CSE assessor has indicated that given the size of the school sector, it may be practical to approach CSE in schools through two school clusters initially and then rolling out learning to other schools. St. Thomas of Aquin’s school cluster has begun working towards CSE.
- 2.10 Support to Children and Young People has agreed on a CSE programme for its services, with Family Based Care (Permanence) identified as the next service to go forward for CSE.

### **Children’s Services Inspection Position Statement on Participation**

- 2.11 A position statement on the participation of children, young people and other stakeholders in policy, planning and service development was prepared for the Children’s Services Inspection in November 2012 (see appendix 1). The position statement covers the progress that has been made in terms of participation and indicates where we need to make improvements.
- 2.12 Although the scope of the paper is partnership-wide, it includes an assessment of progress in relation to the following areas which Children and Families leads on:
- School anti-bullying surveys
  - Involvement in individual planning and decision-making
  - Family Group Decision-Making
  - Engaging with very young children through Talking Mats and Emotions Talk

- Youth participation – Edinburgh Youth Issues Forum, Scottish Youth Parliament, Student Councils
- Young People in Care Council
- Family Based Care Participation Strategy
- Engagement of children with disabilities and their families
- Hospital and Outreach Service
- English as an Additional Language Service
- Parent/Carer Support Framework
- Total Craigroyston
- Commissioning consultation
- Advocacy and engagement for children involved in the child protection process.

2.13 The participation statement also indicates where we need to make improvements across the partnership (see page 3 of the Appendix). The most significant of these is to:

‘Develop a co-ordinated Partnership Participation Strategy to embed participation and feedback’.

2.14 Improvement actions arising from the forthcoming Children’s Services Inspection report will be fed into the appropriate planning processes. In their feedback, the inspectors have recognised participation as a key strength in Edinburgh, describing our work in this area as ‘very good’.

### **Youth Participation**

2.15 The 2013 Scottish Youth Parliament election took place from 1 -14 March 2013. 16 candidates stood across the city. Voting took place in four of the six constituencies at 35 centres, including schools, community centres and libraries. A total of 4,772 young people voted in the four constituencies.

2.16 The Edinburgh Youth Issues Forum (EYIF) has held themed events over the past year on: Local Youth Forums; Safety and a planning event to discuss future themes. In addition, an event was held on youth participation for new S1 pupils across the city and there was a creative conversation event on the future of youth participation. The EYIF discussed the Children and Young People Bill and

submitted feedback to the Scottish Government. In all, around 250 young people have taken part in EYIF meetings and events.

- 2.17 After a review of the Edinburgh Youth Issues Forum and young people's participation in Edinburgh, a new strategy for young people's participation has been created (see appendix 2). Changes to previous participation activities will include the development of a participation mentors' programme (with 24 young people participating), biannual EYIF gatherings, action research groups, Conversations for Action meetings and an annual youth participation conference.

### **Consultations**

- 2.18 The following consultations have been carried out over the past year or are currently underway:

- Castlebrae closure proposal pupil consultation – a range of methods (focus groups, workshops, online surveys) used to engage with pupils at Castlebrae and potentially affected primary and secondary schools. More than 1100 pupils took part overall.
- Commissioning approaches – wide range of methods: marketplace/open space event (with 60 providers/managers taking part), use of boardmaker and pictorial aids (engaging with 150 children), focus groups (30 parents), online surveys (about 100 responses) and multi-agency checkpoint group to engage with children and young people, parents/carers, partner agencies and staff.
- Children and Young People Bill consultation – response to Scottish Government consultation produced after engagement with staff teams across Children and Families.
- Schools Vision consultation – schools led locally on consulting with parents/carers and children and young people; the central part of the consultation included engagement with partner agencies, community groups, further and higher education and business community. More than 80 responses were received from parents/carers groups, pupils, school-based staff, partner agencies, community groups and individuals.

- Early Years 600 hours consultation – planned engagement with a range of stakeholders re implementation of Scottish Government proposals to increase hours of nursery provision from 475 to 600 hours. Ten focus groups will take place across the city. The results will inform the development of a questionnaire for parents/carers and other stakeholders.

### **Areas for development/improvement**

#### 2.19 Areas for development/improvement

- Develop a co-ordinated Partnership Participation Strategy to embed participation and feedback
- Achieve Customer Service Excellence for two school clusters and Family Based Care (Permanence)
- Identify teams/services to go forward for CSE phase 3
- Agree a way forward in relation to school self-evaluation surveys taking into account possible developments such as the inclusion of health and wellbeing questions in the secondary age pupil survey and the possibility of alternating the Pupil Wellbeing Questionnaire with a more customer feedback oriented survey
- Develop and deliver CPD opportunities on engagement approaches.

## **3. Recommendations**

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The Education, Children and Families Committee is requested to:

- 3.1 Note the contents of this report and the progress made in terms of engagement
- 3.2 Agree to receive a further report on progress in engagement in May 2014.

**Gillian Tee**

Director of Children and Families

<b>Coalition pledges</b>	<p>P1. Increase support for vulnerable children, including help for families so that fewer go into care</p> <p>P3. Rebuild Portobello High School and continue progress on all other planned school developments, while providing adequate investment in the fabric of all schools</p> <p>P5. Seek to ensure the smooth introduction of the Curriculum for Excellence and that management structures within our schools support the new curriculum</p> <p>P7. Further develop the Edinburgh Guarantee to improve work prospects for school leavers</p> <p>P33. Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used</p> <p>P36. Develop improved partnership working across the Capital and with the voluntary sector to build on the “Total Craigroyston” model</p>
<b>Council outcomes</b>	<p>CO1. Our children have the best start in life, are able to make and sustain relationships and are ready to succeed</p> <p>CO2. Our children and young people are successful learners, confident individuals and responsible citizens making a positive contribution to their communities</p> <p>CO3. Our children and young people at risk, or with a disability, have improved life chances</p> <p>CO4. Our children and young people are physically and emotionally healthy</p> <p>CO5. Our children and young people are safe from harm or fear of harm, and do not harm others within their communities</p> <p>CO6. Our children and young people’s outcomes are not undermined by poverty and inequality</p> <p>CO23. Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community</p> <p>CO24. The Council communicates effectively internally and externally and has an excellent reputation for customer care</p> <p>CO25. The Council has efficient and effective services that deliver on objectives</p> <p>CO26. The Council engages with stakeholders and works in partnership to improve services and deliver on agreed objectives</p>
<b>Single Outcome Agreement</b>	<p>SO3. Edinburgh’s children and young people enjoy their childhood and fulfil their potential</p>
<b>Appendices:</b>	<ol style="list-style-type: none"><li>1. The Participation of Children, Young People and Other Stakeholders in Policy, Planning and Service Development</li><li>2. A new framework for Young People’s Participation in Edinburgh</li></ol>

## Appendix 1 - The Participation of Children, Young People and Other Stakeholders in Policy, Planning and Service Development

### 1. What progress have we made?

The Edinburgh Partnership is committed to a Co-operative approach to policy and service development. Edinburgh's integrated children's services plan was developed with the involvement of more than 1000 young people and emphasises our commitment to a strategic approach to the full engagement of children and their families in the development of services. We are continually seeking and responding to feedback from young people and their parents to improve our services.

Our [annual pupil and parents surveys](#) across nursery, primary, secondary and special schools give us regular feedback about children and families experiences of school and about how well we are achieving our outcomes. Individual reports are sent to schools and citywide findings support improvement. For example, we identified ways to improve parental engagement for our [Parental Engagement Strategy](#). Schools' **anti-bullying surveys** are completed by P6/7 and S2 pupils across Edinburgh. Schools receive feedback about their individual results and produce action plans to respond to the issues identified. Feedback informs our strategy for addressing bullying including staff training and targeted approaches e.g. it has informed specific work with children with disabilities and commissioning work from Stonewall. The % of pupils saying their school is good at dealing with bullying has improved from 67% to 73%. Our **Growing Confidence Well-being Questionnaire** was completed by over 11,000 primary school pupils. Headteachers have reported that the questionnaires have helped schools shape priorities and make changes to how, for example, they manage challenging behaviour.

Children, young people and families are encouraged to be involved in all **individual planning and decision making which affects them**. For example, children and families are encouraged to contribute through the use of the My World triangle, Talking Mats, Emotion Talks and other tools. **Children who are looked after** are supported to complete 'Have Your Say' forms. Children's Rights Officers and Who Cares Project Workers support looked after children to participate in meetings and advocate on their behalf. Reviewing Officers monitor the effectiveness of these arrangements. **The Family Group Decision Making** [*video to follow*] service brings family members together to make a family plan for the care of a child or young person. The family has a central place in finding positive solutions for the child. The service has recently produced a DVD which explains what is on offer and the voice of family members is included on the DVD alongside that of staff.

We are engaging increasingly successfully with **very young children**. Staff have played a leading role in the development of Talking Mats [[video 1](#); *video 2 to follow*] which enable children as young as two to participate in planning and evaluation in early years settings. Training has been delivered to social workers and early intervention workers, based on a GIRFEC resource, which represents the My World

Triangle in symbols. Emotions Talk has been developed to support children's engagement and is used in a range of special and mainstream school settings. The Talking Mats resource was presented at the national GIRFEC conference and will be rolled out across Scotland

Children and families are routinely involved in policy, planning and service development. **Student councils** operate in most schools and pupils run an annual conference addressing issues of common concern and sharing good practice **see programme and materials**. Parents are engaged on a citywide basis through Parent Councils and the Consultative Committee with Parents. **12 local youth forums** engage young people in local services and a city-wide Edinburgh Youth Issues

Forum [*video to follow*] engages young people with elected members and partner agencies to inform the development of city wide services. NHS Lothian consulted with the Edinburgh Youth Issues Forum on a Strategy for Young People's Health and Wellbeing [[Edinburgh Youth Issues Forum report](#)]. Council officers have engaged young people to inform city development and transport plans. The Youth Issues Forum event on '[Job Opportunities and Employability](#)' informed the Edinburgh Guarantee and won the Director's award for Outstanding Achievement in 2011 [[Children and Families achievement awards booklet](#); [information on the City of Edinburgh Council website](#)]. Consultation events are followed-up using a '[You said, we did](#)' matrix so that feedback from young people and resulting actions are clear.

**The Young People In Care Council** was established to ensure looked after children could influence service developments. It has had real impact, for example in shaping our Corporate Parenting Action Plan, influencing policy and participating in staff interviews. **Young People in residential services** are consulted to improve residential care eg Secure Services have developed the 'Count Me In' strategy to offer young people and parents greater influence. This approach has been rolled out across other residential units eg Northfield YPC was graded "excellent" for their participation programme. Our **Family Based Care** Participation Strategy includes Foster Carer Support Groups which provide comment on service development. New groups for children of foster carers and single adopters have been developed. Disruption Review Meetings help us learn lessons from placement breakdowns. Foster carers and adopters participate in review meetings and express their views. Their contribution to self evaluation was reflected in the Care Inspectorate inspection. A leaflet for **young carers** called 'Who Cares?' has been developed by the Community Health Partnership in partnership with Edinburgh Young Carers Project and sent to all pupils. The leaflet encourages young people to identify themselves as carers and gives useful resources for further support. Young people from local schools attended a well evaluated launch event. Young carers are consulted by providers about the activities they would like to see in place. A consultation was held with Broomhouse young carers in 2011 and findings were disseminated through Children in Scotland.

A Parents Forum for **children with disabilities** addresses issues raised by families and engages them in the future direction of services [minutes [24/01/12](#); [02/05/12](#); [28/08/12](#)]. A service providers group comprising the voluntary sector, private sector and in-house services is working together to identify service gaps and address them. Children with disabilities, who use playschemes and residential respite, and their parents and siblings were invited to feedback their experiences using the tools offered by 'Boardmaker' or via a conventional questionnaire. This has provided powerful feedback about the experiences of children with disabilities and their families and improvements are being made as a result e.g. expansion of holiday play schemes. The Hospital and Outreach Service has developed an "app" with children in hospital to provide information re Frequently Asked Questions and children's concerns. New case management arrangements for children with additional support needs have involved parents via Kindred and reflect their suggestions. The English as an Additional Language service supports the involvement of bilingual families. The Psychology Service has championed parent and child involvement in planning Emotion Talks used to support child involvement

NHS Lothian works collaboratively with partners to engage and listen to families, carers, children and parents in relation to **health services** e.g. shared work with Young Carers, Family Nurse Partnership (FNP) review, Family Council, Allied Health Professional membership on parent led bodies, and Individual and Collective Advocacy Services for Child and Adolescent Mental Health Services. FNP parents helped create information leaflets [[leaflet 1](#); [leaflet 2](#)], recruit Family Nurses and Supervisors and provided feedback to individual Family Nurses. Parents are involved in meetings with the Scottish Government and have contributed to the National Parenting Strategy. Young people are consulted annually in Healthy Respect accredited drop-in services (this has resulted in improved drop-ins) [[annual survey report](#); [2012 feedback poster](#)], in the development of the Healthy Respect website and in relation to products e.g. redesigning postal testing kits and in providing more focused and relevant information. Young people in North East Edinburgh informed the Child Healthy Weight Programme and a high school programme, 'Health 4 U'. Parents across diverse populations contributed to the NHS Maternity Strategy and influenced the review of community midwifery services. The Maternity Quality Improvement Team has lay members including mothers. This group scrutinises audit and has developed a post natal questionnaire, analysed results and developed an action plan to improve patient experience.

Participation of children, young people and their families is part of wider **patient public involvement work**. Children and families were involved in the Re-provision Project Team, and Family Council. Other examples exist of children being asked to respond to the National Parenting Strategy, and clients becoming best buddy volunteers for future clients. RHSC offer a drop in centre where patients, carers and families can access peer and professional support.

Our new **Parent/Carer Support** Framework was informed by a [survey of views](#) of 217 parents and carers, including 84 parents identified as “hardly reached”. The starting point for the **Total Craigroyston** project was to engage children, young people, families and the local community to listen to their concerns, aspirations and solutions for their local area. This has had a major impact on the Road Map which has been developed as a result. Community feedback has been published in newspaper format in the area.

Our **Commissioning approach** to children’s services has systematically involved service users, partner agencies, and funded providers. For example we have made extensive use of surveys and questionnaires, inclusion of children with disabilities through the use of Boardmaker and pictorial aids and we have established a multi-agency checkpoint group [[Checkpoint group remit](#); minutes [28/06/12](#); [16/08/12](#)].

An independent advocacy worker has been appointed through Barnardos Scotland for children and young people involved in the child protection process. Multi-agency case file audits have specifically examined how we engage with children and families in line with the Quality Indicators and this will help inform our revised Child Protection Improvement Plan. As part of our Public Awareness campaign, the Youth Participation Communications Group reviewed some of our Child Protection materials and gave constructive feedback. Work is now underway with school-aged children and young people to develop new materials. A multi-agency working group is determining how best we improve the impact of Children and Young people on decisions about their lives. Staff focus groups and literature reviews have taken place. This work has been supported by the Head of Participation with the Scottish Commissioner for Children and Young People. We are now moving to engage directly with Children and Young People in this work. Through creative means, involving a commissioned community artist, to elicit the views of children and young people.

10,228 Edinburgh young people voted in the most recent Scottish Youth Parliament (SYP) elections and our MSYPs fully engage in the Scottish Youth Parliament. **The Edinburgh campaign won**

**‘Best use of Social Media’ award for public sector agencies at ["Some Comms" Awards 2011](#).**

Four services (Family and Community Support, the Education Welfare Service, Planning and Performance, and Queensferry High School) have achieved [Customer Service Excellence](#) accreditation. This has involved a systematic and comprehensive approach to engagement with children, families and other stakeholders. The aim is for all services to learn from this good practice and work towards accreditation.

## 2. What improvements do we need to make?

- Develop a co-ordinated Partnership Participation Strategy to embed participation and feedback
- Ensure service developments and improvement always evidence feedback from children and young people, parents/carers and other stakeholders eg the 'You said, we did' approach
- Develop use of social media tools for participation and engagement
- Extend the use of Talking Mats and Emotions Talk
- Strengthen links between the Edinburgh Youth Issues Forum and Local Youth Forums to include hard to reach groups more effectively and make meetings more engaging and inclusive.
- Implement the new Parental Engagement in Education Strategy 2013 – 16
- Involve young people in improving Looked After Review materials to enable them to have more control over the agenda, venue and how they express their views.
- Continue to build linkages between Family Nurse Partnerships and universal services as it expands
- Further develop advocacy for children and young people in child protection
- Improve accessibility of Healthy Respect services on the basis of the Rapid Impact
- Assessment on the Review of Young People's services in Lothian
- Increase the number of services which are accredited with Customer Service Excellence

## **Appendix 2**

### **A new framework for Young People's Participation in Edinburgh:**

#### ***'Campaigning; learning skills; showcasing action'***

#### **Proposed Work Plan (2013/14)**

This action plan has been developed based on a consultation held on Dec 19 2012 with young people from across the city regarding youth participation and ongoing discussions with relevant professionals

#### **Aims:**

- To improve the capacity of young people to meaningfully participate in youth participation events and meetings
- To facilitate young people's meaningful participation in partnership working and decision-making,
  - leading to:
    - improvements in services for young people
    - learning and development for the young people involved

#### **Outcomes:**

- An increase in the number of young people involved in the broad range of participation opportunities in Edinburgh
- An increase in the diversity of young people involved in participation (measured in terms of age, postcode, ethnicity etc)
- An increase in young people's feeling that they have made positive changes to their community
- An increase in young people's assessment of their own skills to affect change

#### **Impacts:**

As a result of their involvement young people will:

- Take actions on local issues and make changes in their communities.
- Have their voices heard by adult decision-makers.
- Link in with other groups and forums to affect change.
- Have fun and personally develop.
- Do more than just talk about problems but actually co-create the solutions with relevant adults.

## The work plan

The programme is a cyclical program throughout the year, with several levels and timings of possible engagement for young people and adult supporters.

### 1. 'EYIF Gatherings'

- Fun, informal gatherings of young people
- All young people involved in participation activities across the city invited to get involved (I.e. those known to both Council and partner services)
- Two per year (early February and early September)
- Identify and discuss key issues for young people in Edinburgh local, citywide and national
- Two priority themes identified by popular vote leading to;
- Two action research groups developed supported by Participation Mentors and local CLD workers
- Reporting back from previous action research groups
- New participation mentors identified for the next round of training being at the event is not the only way to become involved, but it is a good chance to 'sell' the training
- Chaired by EYIF convenor

### 2. 'EYIF Action Research Groups' (short term working groups – either city wide or local)

- The task of these groups will be for interested young people to participate in an action research project relating to specific issue relevant to them (identified at the gathering) e.g. transport, safety etc
- Young people will research the identified issue – its impact on young people and potential actions required
- Action Research groups will meet over a three month period with Authentic dialogue meeting occurring within five months of EYIF gathering
- The Action research is supported by the Participation Mentors, the young people's participation team and external partners if required (for example a disability organisation if the topic is disability)
- Key service partners identified and an '**authentic dialogue**' event organised

### **3. EYIF Formal meeting (Conversation for Action)**

- Chaired by EYIF convenor who will invite relevant elected members, lead officers and partners relevant to the issues to attend meeting. Depending on the topic this could include Council officers, voluntary sector and private sector representatives with an interest in the topic.
- Young people from Action research group will present their work to the meeting and then all will have a solution focused discussion about the actions required about the issue
- Tasks are identified for action
- **'You said we did'** reporting on actions and decisions. This is a time for officers and elected members to present a genuine and transparent response to issues raised previously. Where a change recommended by young people cannot be made, a clear and concise explanation of the reasons is also available.
- Actions reported back to relevant council committees, partner agencies and elected members

### **4. Participation Mentors** – an ongoing capacity building and peer education program for young people across Edinburgh

A training program will be developed and implemented which will include:

- Learning political and decision making structures
- Young people's rights
- Resources available for campaigning and support regarding issues
- Skills e.g: how to facilitate a meeting, write on flip chart, write up notes
- How to organise and program events and sessions
- Mentoring skills
- Young people invited to become a Participation Mentor , initially from: SYP, Youth Forums, student council and existing EYIF members
- Recognition of participation via an award scheme (Saltire Award, DofE, youth achievement Awards)
- Eventual aim (within 6-12 months) for Participation Mentors to organise and facilitate annual EYIF conference and 'gatherings'.

### **5. Annual Young People's Participation Conference**

One day event where the work young people, lead officers partner agencies and elected hear about the actions taken regarding issues identified throughout the year. Facilitated and organised by young people. Opportunity for youth participation to be evaluated and areas for improvement required.

## Strength and challenges of the new model

Strengths	Challenges
<ul style="list-style-type: none"> <li>➤ Ticks the boxes in regard to what young people wanted from current EYIF, local forums , student council and MSYP</li> <li>➤ Strengthens city wide and local links</li> <li>➤ Meaningful , authentic participation</li> <li>➤ Builds on existing good practice</li> <li>➤ Efficient use of resources</li> <li>➤ Model based on knowledge about what works re. effective youth participation influencing decision makers and policy</li> <li>➤ Reflects the importance placed, in Edinburgh, on young people's involvement in decision making</li> </ul>	<ul style="list-style-type: none"> <li>➤ Requires real commitment and partnership working by local workers</li> <li>➤ Reliant on local workers to deliver at a time when they are stretched</li> </ul>

**Typical annual cycle for young people’s participation:**

	<b>Campaigning</b>	<b>Learning</b>	<b>Showcasing young people’s participation</b>
<b>Early Feb</b>	EYIF Gathering	Young people invited to get involved in Participation Mentors Program	
<b>Feb – May</b>	Action Research Groups x2 (or more)  Support from local workers and young mentors’	Training Mentors	Planning for conference and next gathering begins with Young Mentors
<b>May / June</b>	Authentic Dialogue events chaired by EYIF convenor		
<b>Summer Holidays</b>		Training continues	
<b>Early September</b>	EYIF Gathering	Young people invited to get involved in Participation Mentors Program	Call for people who want to show case work
<b>Sept-Nov</b>	Action Research Groups	Training Mentors	
<b>Late November</b>	Authentic dialogue events		
<b>Early Dec</b>			Young People’s Participation Conference

**Additional information:**

**Informal discussion and ‘fast response’**

Although the above structure offers real progression and development opportunities, it is by its nature, slow to react in some cases.

By encouraging young people to communicate between meetings online we can help them develop and articulate opinions and also challenge some of the issues whereby people with ‘public speaking’ confidence can be the only ones that can get their voice heard.

This would be facilitated through the use of social media and other online tools.

All young people involved in participation would be invited to be part of this, but those on the participation mentors training would be particularly encouraged as part of their development.

An active group of this type would also enable young people to react more quickly to issues if necessary and not miss out on important opportunities to respond simply because they hadn’t had a meeting. Examples might include negative news stories, quick national or local consultations.

**A visual analysis of why we want this to happen** more young people benefitting in a deeper way.

