

The pathway to participation - how understanding and building relationships can create positive change

1 Space

Children, young people, and their parent carers, must be given safe, inclusive opportunities to form and express their views.

This can be a physical space, virtual/ online, 1:1, as part of a group, or a survey!



4 Influence

Are we acting upon what our service users are telling us? Are we taking what they say seriously?

Are we considering the views of stakeholders when making decisions at any level?



2 Voice

Children, young people, and their parents carers, must be provided the right information and support to express their views.

Are we really listening?
Are we ensuring their voices are heard?

5 Impact

What impact have they had?
What has happened as a result of hearing the views, opinions and experiences of children, young people, and their parent carers?

3 Audience



The views of children, young people, and their parent carers must be listened to.

Who is listening to their views? Do we have the right people listening?



6 Loop it back

Have we fed back to those we heard from to tell them what we did as a result of them sharing their views?
What changes were made or what were the outcomes?

Creating *SPACE*

- Are you meeting at a date, time and place convenient to the child, young person, or parent carer?
- Is it accessible? Consider physical disabilities, well-being, privacy, digital inclusion, transport networks. Are any reasonable adjustments needed?
- Is this a safe space?

Empowering *VOICE*

- Does the person you are working with have all the information they need to form a view?
- Do they need support to enable them to participate (an advocate/their PA/1:1/interpreter/reasonable adjustments)?
- Do they understand that their participation is optional or what will happen with their views?
- How do you plan to help them express their views? 1:1, group exercise, mind maps, surveys/polls, pictures

AUDIENCE

Who is listening

- Who is listening? Are the views and experiences shared with the right people (decision makers/leadership)?
- Are the appropriate decision makers involved and engaged with the process?
- Do children, young people and their parent carers know and understand the process and who their views will be shared with?

Having *INFLUENCE*

- Were the child's, young persons, parent or carers views considered in the decision making process at any level?
- Are we acting on what we have been told to improve services?
- How was this recorded? Are there procedures in place for recording what the views of stakeholders were and what we did with this information?

What is the *IMPACT*

- Did the children, young people, parents or carers views have an impact on what you did or your decision making?
- What was the impact of speaking to children, young people and their parent carers ? What changes were made as a result of co-production?

Share the news - **LOOP IT BACK**

- What processes are in place to “loop it back?”
- Have we fed back the impact to those who shared their views and gave their opinions?