

## Hear by Right

The National Youth Agency continues to champion the voice and influence of young people. Our Hear by Right standards were developed in 2001 with support from the Local Government Association.

Hear by Right enables organisations to:

- map current practice, and to plan improvements in embedding the participation of children and young people
- utilise the free self assessment tool, to work at their own pace, developing an action plan from seven indicator sets, and to move through three levels of practice.

We provide consultancy, training and support materials for organisations wishing to develop this aspect of their work. We often are brought in to:

- kickstart the process at senior level
- review impact, or to suggest improvements on weak performance
- benchmark informally using a range of examples and good practice.

Hear by Right is currently being used in housing, health, museums children's trusts and commissioning settings. New briefings on disability and early years will be published in 2010.



## Benefits

- The National Youth Agency provides a shared learning website to provide 24/7 access to ideas, resources and the work of peers.
- Hear by Right meets the growing momentum from the Department for Children, Schools and Families and other government departments to involve young people at all levels of service delivery. The agency believes this approach will be central to organisations over coming years.
- Hear by Right is value for money. Self assessment tools are free; outlays on training and consultancy are often recouped in three years through efficiency savings and service improvements.
- It allows children and young people's organisations to be more responsive to young people as customers and consumers of their services.

**"Hear by Right is a very clear and powerful framework which allows organisations and services to use the tools at all levels."**

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