

# Young People Friendly Check List

Name of Young Person

Name of Service

Date

Example, questions for young people to use when checking services against the You're Welcome criteria

Criteria	Question:	Yes	No
1.	Was the service easy to find?		
1.	Was getting into the service easy?		
1.	Could you use the service in a wheelchair?		
3.	Can you see a poster about confidentiality?		
4.	Does the service look inviting?		
4.	Do you think that the staff are friendly and welcoming?		
4.	Could you speak to the worker, receptionist or a person behind a counter without being heard by others?		
1.	Is information available about other things e.g Gay Youth, Youth Groups?		
1.	Are there any signs showing a hearing loop or type talk?		
7.	Does the service have a sign or other way of inviting comments, suggestions and complaints?		
7.	Is feedback from young people about the service on display?		
8.	Is information available about other local health services e.g Sexual Health, Mental Health?		

**Please turn over.**

