

in Cumbria **Every Child Matters**

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08

Children & young people: what we think



Sixteen of us met up at Brathay Hall near Ambleside in April to discuss our views of children and young people's services in Cumbria.

The key words and issues that we came up with are important because they should help the people who provide the services to improve them in the ways that are important for us.

We want adults to take what we had to say into account and to act on it, building on the things we've said and making our "dream services" a reality.

Thanks for reading our issue.
The Brathay participants



Respect

We want our own say in things because we have our own opinions. We want to know what is happening with the things we say.

Trust

We need to know that the people who are looking after us are trustworthy. Also, we want to know that people trust us.

Connected

If we want to use a service but they can't help us, they should know who we can go to. Also, if we visit more than one service, we need to know they are connected so they can pass on important information.

Confidential

If people are saying things you have said to other people, you may not like it. We think adults should tell us if they are going to tell somebody something about us, and only do that if we agree.

Reliable

We want to know if appropriate action has been taken concerning our queries or requests because no one will use a service if they cannot rely on it.

Easy to use

It should be easy to understand how to use the services. We need to be able to get these services easily and cheaply and without having to be accompanied by an adult.

Fair

This is a hard one to describe. We want services that do not judge the way we look, speak or where we come from.

Professional

We should be able to rely on people to do their jobs properly. If it's not a professional standard, it feels like we don't matter.

Comfortable

We want to be welcomed and not intimidated.

Individual

We're all different individuals in our own way. Services should meet our individual needs.

Make a Positive Contribution

There are lots of examples in Cumbria of children, young people and their families getting involved in the development of better services and better communities.

Outcome				
Make a Positive Contribution				
Aims				
Engage in decision making and support the community and environment	Engage in law-abiding and positive behaviour in and out of school	Develop positive relationships and choose not to bully or discriminate	Develop self-confidence and successfully deal with significant life changes and challenges	Develop enterprising behaviour
Support Parents, carers and families promote positive behaviour				
Priority national targets and other indicators				
% children in secondary schools participating in (a) election of school/college council members (b) mock general elections (DfES)	Reduce level of offending (HO/CIS) Crimes brought to justice (CIS) Permanent and fixed period exclusions (DfES)	% 10-19 year olds admitting to (a) bullying another pupil in last 12 months (b) attacking, threatening or being rude due to skin colour, race or religion (HO)	Measure to be identified from Children's Perception Survey (Inspectorates)	% 18-24 year olds who are self-employed, manage own business or have thought seriously about starting their own business (DTI)
Voluntary and community engagement (HO)				
Inspection criteria (subject to consultation via Ofsted from 6 December)				
1. Children and young people are helped to develop socially and emotionally.	2. Children and young people are helped to manage changes and respond to challenges in their lives.	3. Children and young people are encouraged to participate in decision making and to support the community.	4. Action is taken to reduce anti-social behaviour.	5. Children and young people who are looked after are helped to make a positive contribution.
				6. Children and young people with learning difficulties and disabilities are helped to make a positive contribution.

Millom perspective

Jade, Emma and Beth, Year 8 students at Millom Extended School, have recently presented their views to the Millom Network Partnership which is made up of all those groups providing services to children and young people in the Millom area. The girls looked at the ten words identified by the group at the residential and thought about what some of them meant to them as young people living in Millom and using local services.

Millom is an isolated small town – it's hard to know what is going on in the rest of the world when you live here but it can also feel safe as everyone knows everyone else. It's a problem when people are not very nice because you can't get away from them here. Another thing that's difficult for us is jobs because there is no one offering work.

Respect – Living in a small town where everyone knows us can be good for some people – I get respect because of my mother's job. But for other people it can be a problem as they may be judged by what people have heard about them or their families. They should be respected for themselves.

Trust – We need to know that the people making sure we are healthy are trustworthy – in Millom it is very important to know that if we tell someone something our information will be confidential. Also we want to feel that services trust us.

Connected – Going from service to service wastes a lot of time. If we visit more than one service and they are connected then important information can be shared and they can deal with it without as much fuss. The services should make sure we are at the right place to have our questions answered.

Easy to use – If we have to go out of Millom to get a service then it's not easy or cheap to get to where you need to go. Buses and trains are expensive and not at the right times. My sister and I had to meet someone from social services in a dark, dingy bungalow. I didn't like going there at all so I couldn't relax and I didn't feel like talking to the person who came.



Masks, pictures and dreams

The masks for each element of a dream service were made at the Brathay Hall residential and used in a presentation to invited guests. The photography on the back page of this issue was also produced during the residential and

then used as part of an audio visual presentation to emphasise what the young people meant by some of their ten words to describe a dream service.

Help when it is needed

“Being at home with your family makes you feel safe. I feel safe in my room at home. When my family had problems with racism, the police in Barrow helped us and still do today. I was scared to leave the house when our neighbours spray painted our house, shouted abuse, followed my mum, stood outside in gangs. They posted leaflets about asylum seekers saying we don’t belong here. It was a really bad time. It

ruined my education at that time. I lost my friends because I was crying all the time. The Multi-Cultural Forum in Barrow also helped us as well as the police. Having the police in the community does help. I would hope any family would get help like we did.”

Girl, aged 17



Making the masks



Respect

Why does Every Child Matter?

These answers to the key question are from pupils at George Hastwell School in Barrow. All children and young people are important because ...

- ... they are special in another way.
- ... we need to learn.
- ... we are learning how to cope as we get older.
- ... I do my work and try hard.
- ... they are different and the same.
- ... they are 'superstars'.



Connected

Outcomes from our point of view

In recent months, over 200 children and young people aged between 3 and 17 have taken part in discussions about why all children are important and how they understand what the professionals are calling the Outcomes Framework. The Brathay residential was the culmination of this participation exercise.

Be healthy

"Children need education so that they can make healthy choices."

Stay safe

"It is important to feel safe. If you feel safe you can relax, enjoy yourself and learn. If I didn't feel safe at school I wouldn't be able to focus and concentrate. Children who don't feel safe at home underachieve. It's important for children not to worry about being hurt."



Reliable

Enjoy and achieve

"The more you achieve, the more confident you feel about what you can do. It is good to take chances and see what you can achieve. We need the opportunity to do activities to allow us to see what is achievable."
"Praising children helps them enjoy their achievements. If children have opportunities to achieve when they are young they can go on to achieve more when they're older."

Make a positive contribution

"All children are important because they can help change the local community."
"Sometimes I get stuck on my work. I listen but I don't always understand. Then my friends and teachers sort it out. When other people get stuck I help them. I feel happy then because I am able to pay them back."



Easy to use

Achieve economic well-being

"Children and young people who are poor might have the mick taken out of them if they dress different or if they can't afford the same as other people."
"Families need enough money to provide basic food, clothes, somewhere to live, warmth."



Trust

For further information about the participation exercise, contact Kathryn Cornah at Cumbria Children's Fund via kc@cchildfund.org.uk.

In Cumbria Every Child Matters is published by the Cumbria Children and Young People's Strategic Partnership and it is also available online via the Cumbria County Council website at www.cumbriacc.gov.uk.

This issue was compiled, designed and edited by children and young people, working with Corporate Visual

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