

Participation Standards in Commissioned Services (2022 - 2023)

We expect all Bath & North East Somerset commissioned services to recognise and actively promote Article 12 of the UN Convention on the Rights of the Child.

‘Children and young people have a right to be involved in all decisions that affect their lives’

We know that our commissioned services do ask children and young people to give regular feedback and evaluations on the service they are receiving and that this is undertaken in a way that is appropriate to their age and stage of development. These standards have been devised to help demonstrate how they are achieving this.

*Providers working with under 5's

We recognise that providers of services that work with children under 5 ensure that the ‘voice of the child’ is gained through observation of presentation and that they use a variety of age appropriate and creative ways to ensure that children under 5 can give feedback on the services they are receiving, allowing them to contribute to (or influence) the delivery of services.

We have identified six RAG rated self-assessment standards will help you to demonstrate and evaluate how well your organisation is implementing the principles of participation within your decision making, service design, delivery and evaluations.

1. Service users are given a range of opportunities to give feedback on the service they receive and are clear about how that feedback will be used.

e.g children and young people are asked to give regular feedback and evaluations on the service they are receiving.

2. Service users are encouraged and supported to participate and contribute to service delivery and development.

e.g cyp can clearly see how they have contributed to changes in service delivery, policies and plans.

There is an active service user group or accessible systems in place so that cyp can see they make a difference to the service.

3. We actively ensure those service users in minority groups have equal capacity to participate within our organisation e.g SEND, LGBTQ+, BAME , Children Looked After, Care Experienced and Care Leavers, Socio-

economically underprivileged/disadvantaged cyp, and those who have experienced a 'challenging' home life during the pandemic?

e.g Staff have an understanding and awareness of the particular needs of children and young people who experience particular challenges and can support them to participate fully .

(Question written by members of B&NEs Youth Forum)

4.How have you supported service users through the long-term repercussions of the COVID-19 pandemic?

e.g How have you managed any increase in demand for your service, any potential reduction in funding or any additional funding you may have received ?

(Question written by members of B&NEs Youth Forum)

5. We have a clear commitment to participation within our organisation, which all staff are aware of.

e.g. policies, participation charter, staff training, worker who leads on participation and engagement.

6 Sufficient budget and finance is made available to support participation.

e.g. when service users participate they have travel costs /reasonable expenses reimbursed