

## Narrowing the Gap in Children's Services cont.

disciplinary identification and assessment of need, including better collection, presentation and sharing of data in order to target resources most effectively.

- In addition to standard measures of development and attainment, the progress that individual young people make in different

areas of their lives, including their own accounts of progress, should be captured and used to inform service improvements.

- Councils and their partners should work to secure an appropriate balance between sustaining improvements to universal services while investing in

prevention and targeting resources on more acute areas of need. Areas should capitalise further on the development of new services, such as children's centres and extended schools, to secure preventative services that will improve outcomes for the most vulnerable children and young people.

## Hear by Right

*Hear by Right is a tried and tested standards framework for organisations across the statutory and voluntary sectors to assess and improve practice and policy on the active involvement of children and young people.*

The standards framework in *Hear by Right* is based on the 'Seven S' model of organisational change: Shared values; Strategy; Structures; Systems; Staff; Skills and knowledge and Style of leadership. It relies on self-assessment, divided into three levels of 'emerging', 'established' and 'advanced', with each level building on the last. This ensures that young people's involvement is built in and not just bolted on.

An interesting account of how *Hear by Right* is being used – and appreciated – in the Royal Borough of Kensington and Chelsea can be found at

[www.rbkc.gov.uk/kccmagazine/features/hear\\_by\\_right\\_transcript.asp](http://www.rbkc.gov.uk/kccmagazine/features/hear_by_right_transcript.asp)

The Youth Forum provides the opportunities for young people in the Royal Borough to debate and actively participate in the development and improvement of services for young people.

*Hear by Right* has been designed as a practical toolkit and is has an accompanying CD-Rom that comes with ready-to-use 'mapping and planning' and 'impact of organisational change' templates in Word format, as well as a pre-prepared PowerPoint presentation to help explain *Hear by Right* to colleagues and partners.

Further information is available at:

[www.nya.org.uk/hearbyright/page.asp?cid=181](http://www.nya.org.uk/hearbyright/page.asp?cid=181)

[www.lga.gov.uk/lga/blg/HearbyRight.pdf](http://www.lga.gov.uk/lga/blg/HearbyRight.pdf)