the reading agency

Participate: Critical Success Factors for increasing and sustaining young people's involvement

For more information and ideas about critical factors for making your Participate work with young people successful, see *Doing the Groundwork* in the Practical Planning section of Making Change Happen.

Critical success factor	Why it is important	How it can be achieved and tools to help
Involving young people in service planning and evaluation	This evidences commitment to listening and responding to young people	**Tools to help:** • NYA What's Changed tool • *Values and Culture* (see Strategic Planning section of Making Change Happen) • Involving Young People module and training
Whole Senior Management Team commitment and involvement	Commitment from senior management together with the support of partners and the expectations of young people are the catalyst to effect culture change.	**Achieved through:** • Clear commitment in your service business plan **Tools to Help:** • Hear By Right 7 S framework (see Chapter 3 of *Values and Culture* in Strategic Planning) • *Participate Improvement Framework* (see Strategic Planning, in Making Change Happen)

Critical success factor	Why it is important	How it can be achieved and tools to help
Identifying a 'Focus Activity' or project to concentrate learning on tangible actions.	Developing young people's participation is particularly effective when learning is focused on a shared goal that all staff can work towards. Your goal can be an existing service or activity you would want to improve or a new service you want to introduce and should relate to the needs of young people. Remember that the activity is only a tool to effect service-wide cultural change not an end in itself.	**Achieved through:** • Local authority targets • Mapping service strengths/weaknesses against the Library Offer and the Participate Improvement Framework • Mapping against local priorities for young people and local targets (LAA and NIs) **Tools to help:** • NYA What's Changed tool • Library Offer to Young People • Local authority chosen National Indicators (NIs) • Involving Young People and Creative Reading modules - resources and training
Good project management for focus activity to underpin your service improvement rather than an isolated example of best practice.	Clear project planning and dedicated support will ensure that your focus activity is SMART and achieves expected outcomes	**Achieved through:** • Dedicated project co-coordinator to lead on project planning, development and evaluation • Project plan for your focus activity. Should incorporate a plan for scaling-up learning into whole-service change. **Tools to help:** • Participate *Project Planning Template* (see Practical Planning, in Making Change Happen)

Critical success factor	Why it is important	How it can be achieved and tools to help
Responding to staff development needs	Confident staff with good core skills is key to young people's experience of your service. Auditing staff development needs at the outset will enable you to evaluate the impact of the project on staff skills and confidence	**Achieved through** • Assessing staff development needs at outset • Having a clear staff training plan and budget **Tools to help:** • Participate *Staff Skills Questionnaire* (see Practical Planning, in Making Change Happen) • TRF Training www.theirreadingfutures.org.uk
Opportunities for staff to engage with young people	This is a crucial part of increasing staff confidence and skills and creating internal ownership	**Achieved through:** Including frontline staff in local steering groups, training opportunities and in delivering activities with young people **Tools to help:** Participate Involving Young People module
Working in partnership with the youth sector	Working in partnership leads to increased access to resources, skills, funding and support as well ass widening and deepening the offer to young people	**Tools to help:** • Library Offer to Young People • Participate: Leadership and Partnership seminar • *Partnership Working* document (see Strategic Planning section Making Change Happen)

© **read – The Reading Agency Ltd 2009**