



Covid-nineTEEN's

Hints and tips to help you listen to, value, hear and act on Care Leaver's #YouthVoice!

Young people tell us all the time that they don't like to complain, cause trouble or upset anyone. However, complaints, grumbles and compliments are how services learn! In this podcast young people along with decision makers from the Care Quality Commission (CQC) and Hampshire's Isle of Wight Clinical Commissioning Group came together to chat how can we support more young people to feedback about the service they received... or didn't!

Assumptions

So many surveys/ polls / questionnaires ask young people leading questions - often with a positive slant. Create the space for us to form and express our voice rather than the voice (or voices) you want to hear. Be brave! Who knows, you might learn something from us!

Be proactive

We read reports from decision makers who think they have consulted young people well. When you look at the data, they have consulted one forum or group of young people who regularly engage. What about the young people that don't. If you want to listen to us, and we mean, really listen, you have to be proactive in hearing from different young people with different experiences.

Young Ambassadors

By creating an open, inclusive, safe and creative space for young people to form and express their views, you also help them walk a day in your shoes! When we understand your role, we will want to help you, help other young people!

Staying current

Young people's worlds are changing faster than ever before. We ask you not to rely on consultation data that is more than 18 months old. It is out of date! Keep asking our views BUT also feedback what has changed as a result!

Top tips

- **Please don't assume** you know what we are thinking.
- **Be proactive** - speak to young people with different opinions and views.
- **Stay current** consider how long ago you asked for our opinions. Is it still relevant to us? Ask if in doubt!
- **Support us** to give you honest feedback about our experiences. Tell us how you have used our feedback.

Skill development

Consider that by asking for our opinion you are giving us the right to have our say. This is a gift - well also a human right as says the UN Rights of a Child Convention, Article 12. It helps us develop life skills to question, challenge and speak up. So help us, help you!

Support for Young People

Here is some key info to help you:

Childline: 0800 1111 <- young people's help line

Kooth: <https://www.kooth.com/> <- mental health support text line,

Coram: <https://www.coram.org.uk/> <- supporting children, young people in care

OR Get in touch with your Health or Care Leaver Forum, to influence decision makers!