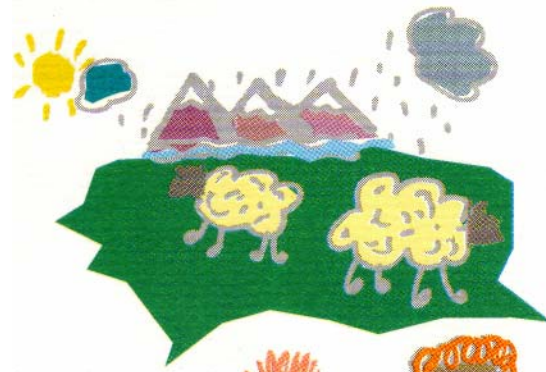


Cyngor Ieuenctid Cymru  
Wales Youth Agency



Young People's Charter for  
Entitlement

Siarter Hawliau Pobi Ifanc



## YOUNG PEOPLE'S CHARTER FOR ENTITLEMENT

1. Young people should have access to a range of opportunities and activities which are consistent with those available in contemporary society.
2. Young people should be involved in making decisions about what happens in their organisations.
3. All young people, within an area, should have access to service which take into account their diverse range of needs
4. Young people should have access to a range of provision and services which should be available at times convenient to them. Especially evenings, weekends, and holidays.
5. Young people should have access to advice and information services.
6. Young people have a right to services developed in accordance with standards defined by legislation or convention.
7. Young people should be provided with a directory of services available in their locality and services should be advertised in places and media used by young people.
8. Young people experiencing problems should be able to access support facilities through the youth service.
9. Young people are entitled to work with adults trained in youth work and who have due regard to the requirements placed upon them by legislation or convention.

## INTRODUCTION

Building the Future - the Wales Youth Agency publication for the new unitary authorities - recommends that the new authorities work with young people to develop services and formulate a young peoples charter of entitlement. Entitlement to services that is.

This document provides an example of charter of entitlement. It has been developed via workshops with over 200 young people from a range of organisations across Wales. To this extent it is representative of the views of the young people with whom we worked ,

Please use the Charter in your work with young people. It is not a definite statement, it is meant to be used for discussion with young people and as such represents a starting point for modification in order to develop a Charter of Entitlement relevant to young people in different areas or organisations.

### *ENTITLEMENT*

The concept of entitlement is based on the premise that all young people have a right of access to advice, support, information, activities, etc within a framework of informal education.

The concept of entitlement places a duty on local authorities to ensure adequate services for young people are available either through direct provision or through partnership developments with the voluntary sector or other providers.

This duty can be found in recent legislation and conventions.

*The Children Act (1992)* places a duty on local authorities to ensure that services are available to support the development of children and young people.

*The Further and Higher Education Act (1992)* places a duty on local authorities to ensure that an adequate youth service is available to young people.

*The United Nations Convention on the Rights of the Child* (including young people up to the age of 18) provides guidelines to ensure that our laws and the way we treat young people meet minimum standards.

Thus young people have a right, an entitlement, to services which enhance their development and which accord with clearly defined standards.

The UN Convention on the Rights of the Child recommends that young people have the right say what they think about anything which affects them. What they say must be listened to carefully by official bodies.

The British Government formally adopted the convention in 1991 thus young people are clearly entitled to have a say in the development of services designed for them.

#### *DEVELOPING A CHARTER OF ENTITLEMENT*

The process for developing this Charter involved working with young people to enable them to express what services they felt were important to them. This was carried out in informal workshop situations using a range of methods from Artwork to Brainstorming and Discussion.

In the course of developing this final version we consulted with young people from a variety of cultural backgrounds and with a range of abilities, similarly young people from a range of organisations took part in the process. (Please see appendix 1)

It is important to remember that young people are not a homogenous group and that their needs and wishes may vary according to Gender, Ability, Class, Culture, Religion and Sexuality. Thus it is important that a cross-section of young people are involved in the process of drawing up a Charter of Entitlement. Contemporary Wales is a Country with a diverse population and this should be reflected in the development of services for young people.

## USING THE CHARTER OF ENTITLEMENT

The Charter consists of nine main points each of which is produced on an A4 sheet.

It is intended that each of the nine points are used to encourage discussion with young people in order that organisations can develop their own charters if they so wish.

Discussion could happen at every level within an organisation and would ensure that young peoples views are heard.

Once having developed a charter of entitlement organisations can then use their charter to plan, monitor and review work with young people over a period of time.

For example Glanaman Youth Club developed a Charter in consultation with club members, two years ago. The charter has since served to inform new members of their entitlement and has been used by workers to plan for and monitor the clubs activities (see Appendix 2).

However Glanaman Youth Club now recognise the need to review the charter with it's current membership, so that it becomes an ongoing process owned by young people and club workers.

1. *Young people should have access to a range of opportunities and activities which are consistent with those available in contemporary society.*

Opportunities should include activities which fall within the following categories:

- Social activities eg. Barbecues, discos etc.
- Opportunities for Personal Development
- Travel (International) & Trips, Opportunities to meet with young people from other areas.
- Courses/Taster activities/Events eg. Outdoor Pursuits
- Computer games workshops.
- Competitions  
eg. Computer Games
- Skill Development and Training  
eg. Records of Achievement  
Senior Member Training
- Issue Based  
eg. Health, Drugs Alcohol
- Creativity  
eg. Music, Drama, Art, Video
- Community Involvement  
eg. Community Work
- Citizenship: enabling young people to understand democratic processes and influence what happens in their communities.

2. *Young people should be involved in making decisions about what happens in their organisations. There should be opportunity for peer-led activities with adults offering a supporting role.*

There are various ways in which young people can be involved in making decisions about the development of their club, project or organisation.

Some of these are:

- Member Committees/Forums
- Special Interest Groups
- Area Youth Councils/Forums
- Informal Consultation Exercises (Market Research)
- Conferences/Workshops

None of these models are exclusive of each other & ideally a mixture of these approaches should be adopted.

3. *All young people, within an area, should have access to service which take into account their diverse range of needs. Services should:*

- Be local, in order that young people can meet others who live in the same area.
- Be accessible to people with a range of abilities.
- Take account of cultural differences within the area.
- Offer language equality.

4. *Young people should have access to a range of provision and services which should be available at times convenient to them. Especially evenings, weekends, and holidays.*

The youth service should offer a range of settings in which young people:

- feel comfortable and safe
- are able to be informal
- are able to mix with their friends
- can be confident about advice and information they receive

Provision for young people should be available at times which are convenient for young people. Especially evenings, weekends and holidays.

The range of provision should reflect the Youth Work Curriculum Statement for Wales.

Youth people need to work with adults who are non-judgemental and offer unconditional positive regard.

5. *Young people should have access to advice and information services.*

Information and Advice services should be easily available and accessible to young people. Information should be available on Topics such as:

- Housing
- Benefits
- Impartial advice about educational opportunities
- Relationships
- Health
- Parents
- Law
- Current Issues
- Family Planning

Counselling facilities should be available at young peoples information centres. Help and support should be available for young people in need.

Centres should be open at times which are convenient for young people. To include at least one evening per week and one day on the weekend. Telephone counselling facilities should also be available.

Opportunities should be available to enable young people to develop the skills necessary for independent living e.g.

- Budgeting
- DIY

6. *Young people have a right to services developed in accordance with standards defined by legislation or convention.*

e.g. The Children Act

Food Safety and Hygiene Act

The UN Convention on the Rights of the Child.

Further and Higher Education Act 1992

The Education Act 1944

The Youth Work Curriculum Statement for Wales

*7, Young people should be provided with a directory of services available in their locality and services should be advertised in places and media used by young people.*

Services should be advertised through a range of media but particularly.

- Local Radio
  
- Newspapers
  
- Colleges
  
- Schools

8. *Young people experiencing problems should be able to access support facilities through the youth service.*

The youth service should network with other organisations to develop support services for young people facing problems. These include:

- Victim support
- HIV/AIDS projects
  
- Drug Advice agencies including needle exchange services, free condoms and drug awareness.
- Young women's centres providing advice, counselling, pregnancy testing, contraception advice and workshops.
- Family planning aimed at young women and young men.
  
- Condom machines should be available in young people centres.

9. *Young people are entitled to work with adults trained in youth work and who have due regard to the requirements placed upon them by legislation or convention.*

People who work with young people need to:

- have participated in training which is appropriate to their levels and role.
- be aware of the requirements placed upon them by appropriate legislation.
- be non-judgemental
- be participative in their style of operation.

## *APPENDIX 1*

Young people from the following organisations participated in the development of the charter of entitlement.

Rhymney Valley Integrated Leisure Group

North Wales Gateway

Dyfed Gateway

South Clwyd Youth Service

Gwynedd Youth Service

Cwmbran Centre for Young People

St. Mellons Youth Club

The Powerhouse, Llanedeyrn

Chequers, Aberdare

Treharris Boys & Girls Club

Gwent Youth Action

Youthlink Wales

Red Cross

Wales Youth Forum

PHAB (Wales)

YMCA

Young Farmers' Clubs

Llwynhendy Youth Club, Llanelli

Glanaman Youth Club

St. John's Ambulance

Rhyl Young People's Project

Pentwyn Youth Club, Cardiff

National Children's Home, Aberdare

N.C.H. Action for Children

## APPENDIX 2

# YOUTH CLUB CHARTER

Members of Glanaman Youth Club will get:-

- |                 |  |
|-----------------|--|
| Opportunity     | <ul style="list-style-type: none"><li>- To meet other young people.</li><li>- To travel, in this country and abroad.</li><li>- To take part in competitions.</li></ul> |
| Activities      | <ul style="list-style-type: none"><li>- Inside the Club.</li><li>- Outside the Club.</li></ul>   |
| Space           | <ul style="list-style-type: none"><li>- To do their own thing.</li><li>- Free from 'Hassle'.</li></ul>   |
| Time            | <ul style="list-style-type: none"><li>- To be listened to.</li><li>- For advice and Information</li></ul>  |
| Respect         | <ul style="list-style-type: none"><li>- For themselves as people.</li><li>- For their property.</li><li>- For their ideas.</li></ul>                                   |
| Good Facilities | <ul style="list-style-type: none"><li>- Music, Television, Coffee Bar, and more.</li></ul>   |
| Responsibility  | <ul style="list-style-type: none"><li>- To become involved in making decisions.</li></ul>  |
| Trust           | <ul style="list-style-type: none"><li>- Whoever they are.</li></ul>  |