

All text messages should not have to involve the young person texting you back and incurring a charge

- don't try to feedback to a large group of young people such as at a conference but feed back to smaller groups e.g. within youth clubs
- visit the school and go into school classes (with permission of the school first)
- keep the feedback short and to the point – what are the results and what are you going to do with them.

How do I contact young people?

There is a Countywide Young People's Participation Group who can help to organise your consultation through contacts within schools, youth forums and other groups of young people. For further details, please contact Louise Richards on 01926 736124.

Timescales for consulting

The most effective consultation gives young people the opportunity to really understand what they are being asked.

If you need help from the Countywide Young People's Participation Group:

- you need to allow at least 2 months from requesting help with consultation to when you expect the consultation to be returned
- if you want to undertake face to face consultation with young people then you need to allow more time to prepare the work.

Our thanks go to the Nuneaton and Bedworth and North Warwickshire Youth Forum who helped to produce this leaflet.

This leaflet is part of a series of Consultation Leaflets produced by Warwickshire County Council
For more information please contact Louise Richards on 01926 736124 or e-mail louiserichards@warwickshire.gov.uk

Consulting with Young People

October 2004

A Guide for Staff

Consultation Checklist

This leaflet is specifically tailored for consultation with young people of 11 years and over. Use the leaflet together with the "Consultation Checklist for Staff" leaflet – April 2003.

Hopefully this guidance will make your consultation more effective and achieve a good response rate.

This leaflet gives guidance on:

- the best ways to consult with young people
- an example of the type of questionnaire format which will encourage a good response from young people. A sample questionnaire is on the WCC consultation database
- how to feedback the results of consultation and actions taken
- how to get help when contacting young people
- timescales.

What are the best methods of consultation?

Postal

Postal questionnaire is the preferred method of consultation:

- include a stamped addressed envelope.

Email or Website

If you want to consult via email or website:

- text young people first informing them that you will be sending them a questionnaire.

Face to Face

If you want to consult face to face:

- visit the young people in their own environment, not official buildings such as Shire Hall
- be casually dressed
- use small groups so that young people do not feel intimidated by speaking in front of their friends.

Whatever method of consultation you choose:

- explain the purpose of the consultation and what the results will be used for
- keep it simple. Don't use too many words or long words.

What should a questionnaire look like?

- it should be anonymous
- be clear about what you want to achieve
- give clear instructions
- included tick boxes
- use font - comic sans font 16
- use pictures
- make it easy to understand
- make it colourful
- include a contact name to resolve any queries
- maximum of 4 to 5 questions
- available either electronically or as paper questionnaire.

How to give effective feedback

Don't leave it too long before you give feedback i.e. no longer than four weeks after the closing date:

- put the results of the consultation on the website
- text young people with the results.