



# Children are Service Users Too

A guide to consulting children and young people

Lina Fajerman and Phil Treseder

Revised edition

'Most useful... excellent examples'

Cabinet Office Charter Mark holder



**Save the Children**

# Children are Service Users Too

A guide to consulting children and young people **Lina Fajerman and Phil Treseder**

Revised edition

**This practical guide is aimed at all organisations that are looking for ways to consult children and young people. It is particularly aimed at those organisations applying for the Charter Mark who need to consult children and young people as part of their consultation of all users of their services.**

It's an ideal starting point for those new to consulting children and young people, with check lists and question and answer sections to help you get started. It can be

used to draw up a strategy for consulting children and young people and to ensure that issues of representation and child safety have been considered.

It contains a selection of tried and tested consultation methods that can be used with children and young people of all ages. There are also examples of good practice described for each of the revised Cabinet Office Charter Mark criteria, many of which come from the practical experience of previous Charter Mark holders.

Article 12 of the United Nations Convention on the Rights of the Child states that children and young people should have the opportunity to express their views on matters that concern them and to have those views taken into account when decisions are made. *Children are Service Users Too* aims to make this ideal a reality.

£4.95

2003

ISBN 1 84187 086 2



## order form

### Please send me

copy(ies) of *Children are Service Users Too*  
(Revised edition)

@ £4.95 + postage and handling

### Postage rates

1-3 copies £2.50

4-15 copies £4.95

16 or more copies **POST FREE**

### Total payment due

£

NAME

ORGANISATION

ADDRESS

POSTCODE

TELEPHONE

(PLEASE TICK) I enclose a cheque payable to

**Save the Children Publications** for £

or

Please charge my Credit/Debit card

CARD NO:

ISSUE NO. EXPIRY DATE

Please give delivery address separately, if different from the registered cardholder's address given above.

SIGNATURE  DATE

or

Please invoice my organisation.  
INDIVIDUALS MUST PAY IN ADVANCE

**Return this form with payment to**

**Save the Children Publications**

**c/o NBN Plymbridge,**

**Estover Road, Plymouth, PL6 7DY**

**Tel: 01752 202301 Fax: 01752 202333**

**e-mail: [orders@nbnplymbridge.com](mailto:orders@nbnplymbridge.com)**

**[www.savethechildren.org.uk](http://www.savethechildren.org.uk)**

Please tick this box if you do not wish to receive further information on Save the Children publications or campaign activities