**Top tips from young people**

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| **11 to 13 year olds** | | |
| **Knowledge** | **Action** | **Pet hates** |
| * Have belief in what we say * Don’t judge * Be helpful instead of sympathetic * Don’t remind me of my issues * Don’t try to put yourself in a teenagers mind. Understand that every teenager is different and you are not a teenager anymore. | * Listen first help after * Keep home life separate – having professional’s come into home environment can cause panic * Follow through on your actions ‘zero tolerance’ against bullying is not happening as people are getting bullied all the time. * Let young people express themselves. With what they wear and how they look. | * Trying to put themselves in your shoes * Sexism / racism * Don’t think girls are more sensitive than boys * Teaches / uniform / not being able to express ourselves. Why can only boys wear shorts? * Attendance ‘bribes’ chance to win awards. People can’t help getting ill. |
| **14 to 16 year olds** | | |
| **Knowledge** | **Action** | **Pet hates** |
| * Need to know who they are working with * Mood swing – understand that we have them * Understand that we are not 5yrs old. * Contact * Get to know the person before meeting * Every teenager is different and individual * Being a teenager is a quite confusing time, quite a lot of changes happen * You understand more of life and responsibilities * Some people have to grow up quickly e.g. young carers * In general teens behave and react in a certain way which isn´t always socially acceptable because they may be trying to protect the way they feel. We don´t always know how to deal with our issues * We say stuff we don´t mean * Always give teenagers a second chance (to be honest) * Teenagers are similar to adults – people deal with things in different ways * Some adults treat teenagers as children – treat us more as adults * Don’t judge us you don’t know what we are going through. * Not all teenagers behave the same. | * Talk about interests * Body language * Change of language * Communicating through different ways * Treat others how you want to be treated * We need to know that we are listened to and taken seriously * We don’t like being patronised or treated as though we are young kids, because we will soon be young adults * You need to find the best way to engage with us * It all depends on the relationship you can build on   if you make a good impression  if you actually listen  if you actually act on what we say not what you want   * LISTEN ! Don´t fire loads of questions and let teens take their time and do stuff in their own time * Reassurance that things will be confidential to build trust * Listen to the teenager to give support * Try to understand * Stay there too many people come and go * Don´t try too hard * Don´t assume you understand me - we have different experiences * Talk to us in a way that makes us comfortable (sometimes as an adult and sometimes as a child. * Don’t be patronising. * Keep your word – keep confidential unless unsafe. Tell me if you will share. * Don’t be too forward. * Take our word and believe us. * To have a permanent t figure within the school for guidance support and advice. * Support needs to be more understanding – if not can be off putting and trust can be lost | * Making us feel inferior * Comparing to others * Saying that they understand when they don’t * Adults ask our opinion and then do what they want * Stop banging on ! * When they say “I understand how you feel” * If you are judged because they have met people in a similar situation * We hate being spoken to in a patronising manner * We don´t like being treated as “less of a person” just because we have parents or carers * I´m having a hard time - I want to be listened to and not have the adult tell me about their problems * TREAT ME LIKE MY AGE NOT MY SHOE SIZE * Being treated like a child and like I know nothing. * Questions that are too personal. * Getting in our face (too close). * Caring too much / worry. * Too much contact, having to repeat myself every couple of days. * Mentor trying to talk to me in the street/. * Trying to send through to social services – difficult. * Group blame – when a whole group gets blamed because of a handful of people misbehaving. * Image – wanting to express yourself though different clothes / hair and piercings and not being able to – treated in a different way – labelled as a ‘goth’ * IT’S A PHASE – referring to ‘when we were younger’ or if they had what we had’ |
| **17 to 19 year olds** | | |
| **Knowledge** | **Action** | **Pet hates** |
| * Be aware we are young adults! Not kids! * Young people expressing themselves and experimenting. * Young people have more knowledge than more people think (e.g. Political voting) * Young people can make their own choices (knowing their rights) | * Age appropriate activities (use mobile phones) * Be inclusive for everyone * Challenge young people healthily to give young people the opportunity to back up their opinions – explain their knowledge * Advise young people in the right direction (if they are making negative choices) but be supportive. | * Treating young people like kids * Say the “understand” * Don’t listen to young people * Not open minded * Stereotyping * Saying “you can’t” “you won’t” |