



County Durham and Tees Valley **NHS**  
Strategic Health Authority

**County Durham and Tees Valley Strategic Health  
Authority**

**Leadership Development Activities for Children's  
Services**

**Summary Report  
April 2006**

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**County Durham & Tees Valley Strategic Health Authority Leadership  
Development Activities for Children's Services  
Summary Report 2006**

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# **County Durham & Tees Valley Strategic Health Authority Leadership Development Activities for Children's Services Summary Report 2006**

## **Introduction**

This report aims to present the collaborative working which was developed to identify and address the leadership needs of the children's workforce within County Durham and Tees Valley.

In 2004 the County Durham & Tees Valley Children's Business Group: Workforce Sub-group discussed their vision of providing leadership development workshops to enable staff to gain further awareness of the complex change process which was emerging and to offer the opportunity of networking with colleagues from other organisations and disciplines.

The key driver for this work was to engage professionals to work in true partnership with children and young people to plan, develop and evaluate future services, and this was an essential component of this leadership development. The children's workforce group also recognised that underpinning this leadership for change meant engaging with both practitioners and organisational boards to aim to embrace a shared vision.

## **The Process**

Every Child Matters (2003), the Children Act (2004), and the National Service Framework for Children, Young People and Maternity Services (2004) encompassed the strategic aims within the 'Change for Children' agenda. They set out a 10 year plan to secure better outcomes for all children and young people, with a national framework for local action requiring whole systems change.

One key focus of this vision was to develop a strategy to create and support a world-class workforce who were able to work co-operatively and collaboratively across many professional and organisational boundaries. One of 4 key strategic challenges was to promote stronger leadership, management and supervision for the children's workforce.

To ensure a programme was developed which recognised a children and young people centred approach, Investing in Children (IiC) were commissioned to work in partnership with the strategic health authority to create and deliver this programme.

## **Investing in Children**

"Is an organisation concerned with the human rights of children and young people. This means asking questions about the way children and young people are treated in society. Where it is clear that the rights of children and young people are being ignored, Investing in Children works to support

children and young people themselves, and adults, to challenge and change situations”

[www.iic-uk.org](http://www.iic-uk.org)

## **The Leadership Programme**

It was agreed that there would be 3 phases to the programme and that young people would be integral to this delivery.

### **Phase 1 – Board Level Development**

**Aim:** To ensure that the Board members of all the National Health Service trusts within the County Durham and Tees Valley health authority region understand their leadership responsibilities in respect of children’s services, and are provided with an opportunity to consider how more child and young-person centred services might be developed in their area.

### **Phase 2 – The ‘Rattlesnake’ Programme**

**Aim:** To support leaders and champions currently working in children’s services across all organisations (i.e. health, social services, education, police and youth offending) in developing the skills, behaviours and confidence they will need to drive children’s services to modernise and develop.

To provide opportunities to explore innovative strategies, implement new ideas, and learn from successful practice.

### **Phase 3 – Sustaining the Momentum Change**

**Aim:** To use the learning from Phase 1 and 2 to develop strategies for sustaining the momentum for improvement within children’s services by building on the ‘leadership’ skills of the champions who have emerged over the previous 12 months.

This would be developed through giving the children’s champions opportunities to attend action learning sets to enable more effective partnerships with children and young people

## **Delivering the Leadership Development Programme**

### **Phase 1 –Board Level Development**

Letters of invitation and a seminar programme were sent to **15 Trust boards**. **A total of 11 boards participated** in the seminar and they included a mix of acute, mental health and primary care trusts boards. In total, ten young people, mostly working as pairs in different combinations, attended these days and contributed to the programme delivery and discussions.

### **Feedback From The Young People Who Contributed To The Seminars**

- *By and large, most seminar participants listened to the contribution of the young people and took what we had to say seriously.*

- *We had a feeling that sometimes the Board members struggled with why this was relevant to them, but they still entered into the debate.*
- *There were occasions when people responded defensively.*
- *A minority of participants contributed very little, which led us to conclude that they weren't particularly interested.*
- *There seemed to be a greater willingness to look back than to look forward. We saw that as an indication that, although by and large, Board members were prepared to listen, reflect and learn, they were uncertain about how to go about changing things in the future.*
- *The presentations (by Peter, Liam and Debbie/Maddie) were long and sometimes repetitive.*
- *The seminars (and the 'Rattlesnake' staff development programme in which some of us are involved) is the start of an important discussion about how health services might change, and begin to actively engage with children and young people. We think there are a number of potential ways in which this could be developed:-*
  1. *The 'Rattlesnake' training was aimed at practitioners, and the Leadership seminars at the Board. Perhaps we need to do some work with the 'day-to-day' managers, like GPs etc.*
  2. *One way of doing this might be to promote the Membership Scheme (Investing in Children), which encourages, and then celebrates progress at a local level.*
  3. *There is further room for debate about 'governance' and about the potential for young people to be members/or to contribute directly to Trust Board discussions and decisions.*

## **Feedback from Trust Boards**

A follow up letter was sent to the participating Trust boards approximately nine months after the workshops asking for their general comments and in particular:

- 1. Content:** Was the material used accessible and relevant to the Board? Were Board members able to engage in the debate?
- 2. Impact:** Has the workshop led to the Board taking any action, or led to any change in the way the children's issues are discussed?

**4 out of 11 replies** were received with the following comments:

- *Very informative and thought provoking.*
  - *Interesting and challenging.*
  - *The debate was enhanced by the contributions of the young people and we were impressed by this.*
  - *Board members at differing levels re the children's agenda. There would be value in a seminar in the future as much work has been done since.*
  - *The purpose of the seminar was not made clear in advance and it would have been helpful if you could have approached us directly re content. We should have sought more clarity too.*
  - *Not convinced this needed to be done separately for every board.*
  - *Content interesting but not relevant to local position. We work closely with the Children and Young People's Strategic Partnership with involvement led by them.*
- 
- *Significant impact on the Board which has further endorsed strategy to be people centred around the needs of the individual.*
  - *More aware of contribution young people can make if given the opportunity and we are trying to make this a reality.*
  - *Working to give a more of a voice to young people in the design of future services.*
  - *Strongly committed to engagement as had already acknowledged weak capacity for active engagement at Board level.*
  - *Staff groups are actively engaged with children and young people and a number of schools and colleges.*
  - *Working in partnership with Children's fund.*
  - *Commitment to children's services is a top priority of the organisation*
  - *Current work in progress with Investing in Children working with a group of children who are contributing to service delivery and appraising existing services.*

## **Phase 2 – The 'Rattlesnake' Programme**

### **The Rattle** – Leadership Programme for Children's Champions

A one day development programme was offered on 5 dates between July and December 2004 across County Durham & Tees Valley.

#### **Aims**

1. To provide an opportunity to explore issues about the position of children and young people in society.
2. To provide opportunities for people to consider and challenge their own attitudes and practice in relation to children and young people.
3. To provide an opportunity for dialogue and debate on the issues associated with encouraging children and young people's participation in service planning, development, delivery and evaluation.

4. To provide a set of values and principles upon which individual practice can be centred and services should be based.
5. To assist in the process of attitude change within an organisation, team, or agency etc.
6. To provide information, resources and support to enable people to implement changes.

Invitations went to all public sector areas working with children and young people including health, social services, education, police, Surestart and Youth offending teams. The investment for the programme was to enable networking across organisations and to increase awareness of the emerging collaborative agenda for children's services and indeed, share experience of this. The opportunity to create the time for reflection with young people was a vital component of the process.

These programmes were delivered by a team from Investing in Children consisting of two consultants and two young people as well as the Workforce Development Children's Services lead at the health authority. (Appendix1).

**Over 100 participants** throughout County Durham & Tees Valley attended, including those working as or in:

- Children's leads - Primary Care Trusts
- School Nurses
- Child and Adolescent Mental Health (CAMHS)
- Children's Hospice
- 'Looked After Children' from health and social services
- Connexions
- 'Healthy Schools' staff
- SureStart
- Paediatric nurses (acute services)
- Psychologist
- Commissioning managers
- Family workers
- Clinical Services managers
- Accident & Emergency staff
- Children Centre managers
- Education officer
- 'Early years team' - education
- Speech and language therapy
- Head of maternity services (acute)
- Patient and public involvement
- Occupational Therapy
- Community development
- Sexual health outreach worker
- Strategic development
- Health Visitors
- Community Safety

- Teenage Pregnancy Co-ordinator
- Health Development worker
- Social Care and Health
- Educational Behaviour units
- Special Needs Nurses

This wide range of staff attendance was welcomed as it demonstrated the plethora of services and organisations working with children, young people and families who will need to develop closer collaboration in the future (if it was not already happening), and those such as accident and emergency staff and commissioning managers who may need to increase understanding of the specific needs of this group and how to best deliver these through true partnership working.

Every participant was expected to develop an Action Plan (Appendix 2) to form the basis of taking work with children and young people forward.

### **Evaluation – (Participants)**

Evaluations from each event were completed by those attending. (Appendices 3-6).

Some key themes overall included:

#### **Young People as Mentors**

- *Particularly enjoyed having a young person, (Jane), among us to inspire us for their future. A good voice of vision*
- *Really good idea to involve young people, thanks to them*
- *Great fun – liked having the young people there and good facilitators*
- *The young people worked hard to make sure that we understood them and their viewpoint – Well done!*

#### **Programme Content and Facilitation**

- *National context – positive view of part that everyone can play*
- *Delivering a challenging concept, i.e. working with children and young people in a very effective and enjoyable way, thank you”.*
- *Relaxed informal atmosphere conducive to participant involvement*
- *The debate about the gaps in service for young people*
- *Difficulties in information/communications with/about young people across agencies*
- *Good to hear how other professionals and services are dealing with issues*
- *I feel more focused on how I need to take the issue of children ( about their wants/needs) from our service forward. My team discuss regularly but don’t action enough*
- *Time well spent*
- *Some difficult people here today I think the trainers and young people got their message across well*

- *Today has helped me to realise just how little we do consult the children in providing our service - we do consult partners/education but we need to focus on how to consult young people (learning difficulties mod-severe)*
- *Good pack of info*
- *A well put together course and well presented by people passionate about their subject*

### **Evaluation – Young People** (appendix 7)

- *We enjoyed it (confidence gained)*
- *It was good working with the groups (some good people taking part)*
- *There were some unpleasant groups and some conflict within groups which wasn't always resolved*
- *There was some stubbornness – a 'we know best' attitude*
- *The 2 day course is better because you can see who is committed to doing something*
- *It was relaxed enough that you can create a discussion about anything you want to or that they want to*

### **The Snake – Mentoring Programme**

Following the Children's Champions Leadership Programme every participant was offered continuing support in the form of mentoring through action learning, provided by one of the consultants who had delivered the training along with young people from Investing in Children.

The process was intended to be small groups of participants coming together to share ideas, good practice and support to develop real changes. Groups were chosen from similar service areas and geographically to make the process as easy as possible.

However, in practice this proved difficult to co-ordinate, mainly due to busy workloads and differing support needs, therefore more individual sessions were offered.

**More than 50 mentoring sessions** were held throughout 2005.

### **Projects**

These were chosen by participants and were wide ranging:

- Understanding Child and Adolescent Mental Health Services (CAMHS) - redesigning an information leaflet.
- Change of waiting room environment for CAMHS
- Looking at issues important to young people using CAMHS
- Setting up a group to look at health issues
- Looking at issues in transitional care that affect young people
- Looking at how children and young people want to have their health checks done when they are part of the 'Looked After' system.
- Using school toilets

- Training for professionals into the needs of children and young people using health services
- Sure Start projects: Setting up children's centres with children making choices about menu, colours etc.
- Children making choices within the Sure Start services in numerous projects
- Children and young people's involvement in choices of their care plans, menus, privacy plan etc in a children's hospice.
- Sure Start: choosing books for the library

### **Evaluation of Mentoring Process**

- *It really helped me to get started and get my head around the processes involved in successfully working with children and young people.*
- *I enjoyed working with Margie and felt that our service benefited.*
- *Even though I didn't finish the project I feel that when I'm not so busy I will have the skills to build on it.*
- *I feel the children who use the service and the staff working in the service have benefited greatly from the work we are doing.*
- *Investing In Children has shown me appropriate and easy ways to work with children.*
- *Margie showed us that it wasn't rocket science and that anyone would make a difference if we tried.*

**The Bite** – Two of these projects have gained Investing in Children membership status:

- Butterwick Hospice
- Child and Adolescent Mental Health Service, Mulberry Centre

"Can you help me change things where I live my life" ([www.iic-uk.org](http://www.iic-uk.org))

### **Completed Projects**

#### **1. Butterwick Children's Hospice**

##### **Background**

The hospice provides "home from home" care in a modern, purpose built building. Care is provided to families who face uncertainty over their child's future because of their medical needs. The aim is to work in partnership with families and other professionals in an environment where babies, children,

teenagers and their families are able to feel safe, have the opportunity to play, have fun, be listened to and supported.

There is a dedicated and skilled team of children's nurses, nursery nurses and health care assistants supported by a wider team including a secretary, social worker, family support worker, chaplain, aromatherapist and doctors. Trained volunteers also contribute to the running of the children's hospice.

The environment is colourful and well-equipped, with accommodation for families who wish to be resident. The adapted minibus provides outings for children and teenagers.

### **Dialogue with young people**

Staff met with some of the young people attending the hospice and some of the changes they wanted were:

- The hospice to be different from a hospital – those who had spent a significant amount of time in hospitals said that they never got to make decisions in hospital. They wanted to choose the food they ate, where they went on trips and to not go if they didn't feel like it.
- They wanted choices about their planning for dying i.e. who was allowed to visit at this time.
- They wanted changes made to their privacy in their bedrooms.

### **Change Process**

Some changes were easy:

- The children decide what and when to eat; they can also get takeaways (budget allowing).
- They decide where they would like to go in the minibus e.g. shopping in the Metrocentre etc.
- The young people wanted to write a privacy policy for when they are staying in Butterwick; they also wanted the same member of staff to see them every morning.
- The document was written by three young people and a member of staff, and included simple changes such as staff knocking and waiting to be invited into a bedroom even if the young person has buzzed for them.
- The young people also felt very strongly that they should have the right to decide who visits them while they are staying at the hospice and particularly when their time comes to die they want to make decisions about how this will happen and who can visit them.

### **Review of Changes**

The young people were revisited by the mentoring facilitator and were very happy staying at the hospice and extremely happy about the changes.

- *It's great now that the staff knock and wait until I respond before entering my room, before they would just walk in while I was in the middle of getting ready.*
- *I am happy that I can choose my own food and eat what I want, it's a break for us to come here and it's great, I get to spend time with friends.*
- *If we want to go shopping then we can ask and they will try and take us.*
- *The privacy policy is the most important for me, it was OK when I was a little kid but now I'm 15 I like to decide when people come in to my room and who comes in.*
- *They explained about not having the same member of staff as people work shifts and are sometimes not available to see you so that's OK.*

The Hospice routinely involves children and young people in decision making in every aspect of their time there, including their care plans. The children's rights are respected and they are treated as individuals.

The hospice staff are committed to continuing the work and children and young people are encouraged to make suggestions about areas they want to change.

After visiting the hospice on several occasions and meeting with the young people who stay there the hospice was put forward for Investing in Children Membership by the mentoring facilitator.

## **2 . Child and Adolescent Mental Health Services (CAMHS) in Darlington**

This service is based at the Mulberry Centre in Darlington Memorial Hospital providing services to children and young people with various mental health issues.

Richard Parkin and Karen Allen were strongly committed to providing a quality service to the children and young people who accessed their service and these groups had already highlighted areas that they would like to change.

### **Identified areas for change**

Service users had already complained that the leaflet for the service was too adult orientated, and they wanted to try and give the service a less negative image.

## **Dialogue with young people**

Richard and Karen decided to visit two schools in Darlington: Corporation Road and Skerne Park Primary. They worked with one class from each school and talked to the children about the Mulberry Centre and mental health in relation to children.

They found that children struggled with the concept of mental health and that most confused this with physical health. Some children expressed negative views about mental health.

Richard and Karen set a competition for the two schools where the children were asked to design a cover for the leaflet suitable for children attending the Mulberry centre.

The entries were short listed by Mulberry Centre staff and the remaining twelve were presented at a managers meeting which included members from the Trust and a young person from Investing In Children who suggested getting a group of children to decide which picture was best. 10 children from Corporation Road chose the winning design for the leaflet, and they were unaware which school the entries were from.

The winning design was from a 7 year old girl from Corporation Road Primary School.

In June the mentoring facilitator visited with Karen and Richard and the Chief Executive of the Trust for a presentation ceremony for both schools. Certificates were awarded to all the children and £30 worth of vouchers for the two classes who had taken part. Newspapers were also there to cover the story.

## **Review of Change**

The leaflet cover has now gone to the Trust to be printed and will be implemented as the new leaflet.

Richard and Karen believe they have made a start in improving the image of the service with local school children and would like to continue visiting schools as they found it incredibly useful and worthwhile.

Some of the feedback from children given to the mentoring facilitator on subsequent visits were:

- *CAMHS help children when they are frightened and worried about stuff.*
- *It's better for our ideas to be on the leaflet because we have better imaginations than adults.*
- *The certificates for being in the competition made us feel proud and good.*
- *I didn't know what CAMHS was before but I wouldn't be frightened to go there because they are nice people who listen to children.*

- *I had heard of them but I thought it was for mad children but now I know it's for children who just want someone to talk to.*

The biggest change was the change in thinking and the approach to involving children and young people in their service.

Karen and Richard are now intending to work with the children to improve the wording inside the leaflet to ensure that children and young people understand all the information given and also to design a cover for older young people.

It would be far easier for CAMHS in Darlington to let adults make all the decisions but they have decided that the time and effort of involving children and young people is essential to ensure the best delivery of their service. The views of children and young people are truly respected in this organisation and I therefore have no hesitation in recommending that this service be awarded Investing In Children Membership.

On July 20<sup>th</sup> 2005 a half day celebration event was held at The Riverside in Chester Le Street. This was attended by over 30 people including young people, parents, participants from the Mentoring programme as well as senior managers from across the Strategic Health Authority. At this event projects were presented and parents/carers and children and young people engaged in a workshop session.

## **Conclusion**

In 2005 the green paper Youth Matters was launched to seek a wide spread consultation with regard to the following key issues:

- Engaging more young people in positive activities and empowering them to shape the services they receive
- Encouraging more young people to volunteer and become involved in their communities
- Providing better information, advice and guidance (IAG) to young people, to help them make informed choices, including regarding education, employment and training
- Providing better intensive support for young people with serious problems

The principles behind these reforms were:

- Making services more integrated, effective and responsive to what young people and their parents want
- Balancing greater opportunities and support with promoting young people's responsibilities
- Improving outcomes for all young people, while providing greater targeted support for those who need it most

- Involving a wide range of organisations from the voluntary, community and private sectors
- Building on the best of what is currently provided

In 2006, Youth Matters: Next Steps was published and in 'Achieving the Vision' (chapter 2) a young person states:

*"we need to be involved in things first hand.....we need to be given responsibilities"*

The engagement of young people in shaping local services was strongly supported as the main theme. To put this into action the Youth Opportunities Fund and the Youth Capital Fund is intended to put young people at the centre of developing projects at their local level. The process that Investing in Children and the Strategic Health Authority in County Durham & Tees Valley have pioneered over the past 2 years demonstrates how ongoing dialogue between young people and local services can improve the quality of the services provided and, therefore, young people's experiences of these services.

The overall success of the County Durham and Tees Valley leadership programme was its commitment to the Every Child Matters agenda and the partnership in action with young people. Whilst the next steps are challenging it appears that the clear message of continuous engagement with children and young people was successfully delivered.

## **Next Steps**

To continue the 'Share and Spread' of collaboration and partnership working a conference is planned for July 4<sup>th</sup> 2006.

It will not be a 'traditional' conference but more workshop based with a young person Chairing, and young people's thoughts and ideas paramount.

Attendance is aimed at decision makers (first-line managers and local authority leads) as well as members of the (national) Children's Workforce Development Council. With 150 places available, at least 50 of these will be for young people.

Workshops to be driven by the young people with participants explaining how listening to children and young people made a difference to their organisation

Workshop themes include:

- Dental Health
- Mental Health
- Health and Schools
- Sexual Health
- Dialogue with Primary Care Trusts

- Health Inequalities
- Workforce Development
- Gaining Investing in Children Membership
- Patient and Public Involvement
- Policy Development
- The Investing in Children Model

## Appendices

### Appendix 1

#### 'Children's Champions Leadership Programme

##### 9.00 ARRIVAL

##### 9.30 Introduction

- Aims & objectives of the training
- Ice-breakers
- Ground-rules

##### 10.00 What is Investing in Children?

- Short presentation

##### 10.15 Values & principles

- Small group work to look at the IIC values & principles
- Feedback

##### 10.45 BREAK

##### 11.00 What it's like to be a young person in society

- Young people's experiences
- Exercises and small group work
- Case studies from IIC

##### 12.00 Guess the dates

- Group activity

##### 12.15 The Concept of childhood

- The theoretical basis of the concept of childhood – presentation
- Small group work & discussion

##### 12.45 LUNCH

##### 1.30 Definitions

- Participation
- Consultation
- Dialogue

##### 2.00 The current context

- National Service Framework for Children
- The Climbie Enquiry
- The Children Bill

- Sure Start/Children's Trusts

### **2.30 Making your service accessible to children and young people**

- Good practice examples from across the Strategic Health Authority
- IIC Case Studies
- Feedback

### **3.15 BREAK**

### **3.30 Action planning**

- Agree a way forward for your service
- Follow-up event
- Ongoing support – mentoring etc.
- Identifying additional skills needed

### **4.15 Evaluation**

- How was it for you? – an opportunity to reflect

### **4.30 FINISH**

## Appendix 2

### Action Plan

Essential ingredients for a successful action plan:

- It must involve dialogue with young people
- It must be based on participation and not consultation
- It should be inclusive i.e. involve working in partnership with young people, other organisations, other colleagues etc.
- It must involve action and result in real change

What?

Who?

When?

## Appendices 3-6

### Evaluations: Children's Champions Leadership Programme

#### 1<sup>st</sup> July 2004

- Good ideas keep children involved
- Target staff who are unwilling to change (find them)
- Case studies – good discussion. Could have been shorter case studies
- Discussion & overall morning session perhaps could be more condensed
- National context – positive view of part that everyone can play
- An overview of Investing in Children with some of the achievements etc. would have been useful at the beginning of the session!
- I felt the content of this study day was helpful and informative
- Good overall
- Recognition of the teenagers as having needs differing from children & adults, they can differ
- Could have been more information on communication skills with children
- Would like to stay involved in training+ further development in this issue
- Would like to see leadership/empowerment courses & refreshers
- Importance of children being the centre brought to the fore
- Good afternoon session
- Left confused at the end
- Group exercises. Child centred. Shame the young people weren't able to attend
- Made me think. Presented very clearly and I can now see how it relates to my work
- Valued use of humour to get content across (Maddie)
- Really enjoyed looking at legislation – very relevant
- Content & delivery pitched right- enjoyed the day

#### 6<sup>th</sup> July 2004

- Having Jane (young person) here – the real perspective
- Definitions, current context, very user friendly and interesting
- Raising awareness of the importance of listening to, working with children and young people on issues/agendas that are supposed to be for them
- Delivering a challenging concept i.e. working with children and young people in a very effective and enjoyable way, thank you
- Relaxed informal atmosphere conducive to participant involvement
- Explanation/history of Investing In Children

- Young Peoples' representation
- Making your service accessible need more time
- List of IIC employees and their jobs
- Mix in attendance, need to mix management senior etc. with ground level workers
- IIC case studies and good practice examples
- Wish managers had been invited as a mixed session
- The debate about the gaps in service for young people
- Difficulty in working collaboratively with other agencies – need for own agendas
- Particularly enjoyed having a young person (Jane) among us to inspire us for their future. A good voice of vision
- Attitudes towards young people – from the services delivery to young people
- Difficulties in information/communications with/about young people across agencies
- Enjoyed group activities and case studies IIC, particularly amusing definitions, enjoyed sharing experiences
- Overview of context
- What is IIC. History and development
- Way forward for our service with service users. IIC status for all our teams
- Delivery to middle management – we know pros and cons working face to face
- Value and principles, the current context, The concept of childhood, What's it like to be a young person in society – very well related and interesting
- Challenging mindsets of working together as adults in agencies

## **22<sup>nd</sup> September 2004**

- Good to hear how other professionals and services are dealing with issues
- Enjoyable day, good opportunity to network with other services and young people
- I feel more focused on how I need to take the issue of children ( about their wants/needs) from our service forward. My team discuss regularly but don't action enough
- A good day spent with folk at the sharp end of service delivery
- Time well spent
- Good to hear young peoples views on what they think of services they have worked with
- Helpful to have young people here and to hear their views
- Some difficult people here today I think the trainers and young people got their message across well
- Impressed by young people, thought more tools on participation, Maddie just right, why are we here – to participate

- Excellent presentation by Maddie
- Found current context was most beneficial to the work I do. Good info source for improving services, thanks
- Today has helped me to realise just how little we do consult the children in providing our service - we do consult partners/education but we need to focus on how to consult young people (learning difficulties mod-severe)
- Enjoyed the discussions and debates
- Good pack of info
- Session with Maddie too short, more depth would have been much appreciated as it was relevant to the subject
- Majority of the day focused on older children/teenagers – not as relevant to my discipline
- Enjoyed session on current developments e.g.NSF for children
- Case studies interesting
- Felt course focused on teenage rather than age group I work with
- Really good idea to involve young people, thanks to them
- Definitions section – don't assume participation and consultation mean the same to everyone
- Slightly unclear about the purpose of the day
- Did not meet original aim in letter “ to develop your skills in engaging with children and young people”
- More from young people on bit of what it's like to be a young person in society, what attitudes they come across/ what they feel about services on offer
- I have no more skills to engage with young people, no activity to develop this - this could be an activity

### **28<sup>th</sup> September 2004**

- Great fun – liked having the young people there and good facilitators
- Enjoyable day
- Liked the lunch and a great venue
- Maddie's bit made it really relevant to my work
- A well put together course and well presented by people passionate about their subject
- The young people worked hard to make sure that we understood them and their viewpoint – Well done!
- Helpful to have young people here and to hear their views
- Trainers made it enjoyable
- Course content mostly relevant but I would like some practical skills that will hopefully come with the mentoring
- Participation message good
- Excellent presentation by Maddie
- Maddie was great
- Young people were great and really made the day enjoyable
- Enjoyed the different case studies

- Useful info and enjoyable day
- Session with Maddie too short
- Would like more stuff on younger children
- Session on NSF good
- Need more practical hints on working with younger age groups – too much focus on teenagers
- Young people being here brought it to life

## **Appendix 7**

### **Evaluation – young people (children’s champions)**

- We enjoyed it ( confidence gained)
- It was good working with the groups(some good people taking part)
- There were some unpleasant groups and some conflict within groups which wasn’t always resolved
- There was some stubbornness – a ‘we know best attitude
- Liked Maddie’s presentation –it was fun
- I thought the PowerPoint presentation had some conflicts with IIC e.g. with Every Child Matters – it sounded totally opposite to what IIC want, although I enjoyed it
- Some people were a bit slow to start with, people not sure why they were there but it did pick up
- The 2 day course is better because you can see who is committed to doing something
- It was relaxed enough that you can create a discussion about anything you want to or that they want to
- The food could be better