

Local Transformation Plan

Partner Engagement

 *Hambleton, Richmondshire and Whitby Clinical Commissioning Group*  *Scarborough and Ryedale Clinical Commissioning Group*  *Harrogate and Rural District Clinical Commissioning Group*  North Yorkshire County Council

Throughout the year a great deal of local engagement work has been undertaken by key partners to ensure that the voice of children, young people and their families are represented in all stages of the commissioning cycle. A summary of key highlights is included below.

NORTH YORKSHIRE POLICE AND CRIME COMMISSIONER (PCC) AND NORTH YORKSHIRE YOUTH COMMISSION 'BIG CONVERSATION'

Police and Crime
Commissioner
North Yorkshire



The PCC's Youth Commission enables young people to support, challenge and inform the work of the Police and Crime Commissioner and North Yorkshire Police. The Commission identified Mental Health and Vulnerable Young People as one of its 6 Priorities and has undertaken peer research and consultation with young people on this priority during 2017/18, as part of the 'Big Conversation' (www.northyorkshire-pcc.gov.uk/for-you/young-people/youth/priorities). The aims of the Mental Health Priority are:

- Raise awareness and tackle the stigma around mental health.
- Show young people how to recognise the signs, seek help and support peers.
- Help the police and agencies to respond effectively with young people in vulnerable situations.

Who they reached

Between February 2017 and February 2018, the North Yorkshire Youth Commission gathered views from **over 3,300 young people aged 14-25** across North Yorkshire. This was achieved by carrying out a range of different peer-led consultation events and activities – including small-scale workshops, larger consultation events, and outreach stands on college and university campuses. In total the North Yorkshire Youth Commission delivered **68 consultation events in a wide range of localities** across the breadth of the county.

The North Yorkshire Youth Commission put particular effort and energy into engaging with harder-to-reach groups of young people; in order to gather vital insights from those who are most affected

by some of the priority topics. The Youth Commission carried out workshops and interviews with target groups including looked-after children, young people in supported housing, young carers, and young people involved in offending behaviour. We are pleased that North Yorkshire Youth Commission has succeeded in engaging those from underrepresented and minority groups.

The table below gives a breakdown of the sample reach:

Cohort of young people	Numbers reached
Young people from harder-to-reach and minority groups e.g: children in care, those in supported housing, 'young people involved in offending behaviour.	282
Students at Further Education Colleges and Sixth Forms	1160
Students at Secondary Schools	340
Students at Universities	320
Young people at youth clubs, youth centres, Police, army and RAF cadets, and those taking part in the National Citizens'	606
Online survey responses	654
Total responses	3,362

Key Findings

The final report outlines in detail the key findings

<https://www.northyorkshire-pcc.gov.uk/content/uploads/2018/08/NYYC-Final-Report-2018.pdf>

A summary of these findings is included below:

- **84%** of young people felt Mental Health and Vulnerable Young people was important or very important
- **45%** of young people said that Mental Health and Vulnerable Young People was the most important priority to them
- Young people who have been affected by mental health issues including **anxiety, eating disorders, stress, panic attacks, depression, ADHD, and loneliness** shared their views. Some said they felt unwanted and alone. Some said they struggle every day with basic tasks. Some expressed the view that young people are suffering 'behind closed doors.'
- Young people also said that they **struggle to offer support to their friends and peers** with mental health issues.
- Young people said that **bullying can trigger mental health issues**. Several people commented that bullying could lead to eating disorders, self-harm, and even suicide.
- Many young people highlighted that **schools are not effective at addressing mental health**. Some said teachers lack experience and understanding of mental health, which can make them hard to approach and talk to.
- Within the school environment, young people said they face **pressure and stress around exam periods**, and this can be even more challenging for vulnerable young people.
- Mental health is a **big issue for young people at university**. University students said there are lots of pressures facing young people at university; they explained that students coming to a new city can be vulnerable, especially when exposed to a culture of drugs and alcohol.

- Many young people expressed the view that there is **not enough information and education** around mental health and how to spot the signs. They commented that mental health is not recognised or talked about enough.
- Young people said that **stereotypes and stigma about mental health** are still very prevalent.
- Young people highlighted a lack of support available, with **long waiting lists and long distances to access support in some areas.**
- Some young people who had accessed support said they felt **the help they received was limited.**
- Some perceive the **police do not fully understand or consider** mental health when communicating with young people.
- Some young people told us they had **negative experiences of interacting with the police during times of poor mental health.**
- On the other hand, some young people shared a **number of positive comments** about the way the police are responding to mental health.

The solutions suggested by young people included awareness campaigns; more work with education institutions and youth groups; increased accessibility of services; support groups and peer support; police and community engagement; multi-agency working; police training to spot the signs; work with parents and families; and more advertisement of the 101 number.

Key Recommendations from the report:

For North Yorkshire Police:

- Hold mental health outreach stands in partnership with local organisations, particularly targeting young males and LGBT+ young people.
- Increase officer training on the effects of mental health for young people.
- Advertise the 101 number, and let people know this can be used for mental health crisis.

For the Police and Crime Commission and partners:

- PCC to include young people in the planning and development of future policies.
- Increase multi-agency working, including mental health staff working alongside NYP on home visits.
- Promote online support available for young people in rural areas or when dealing with long waiting lists.
- Develop male support groups and awareness days.

For NY Youth Commission:

- Continue raising awareness, but add a focus on young males.
- Continue to work with schools and colleges on raising awareness of the signs of mental health and reduce stigma.
- Work with partners to develop peer training.

VOICE INFLUENCE AND PARTICIPATION TEAM (NYCC)



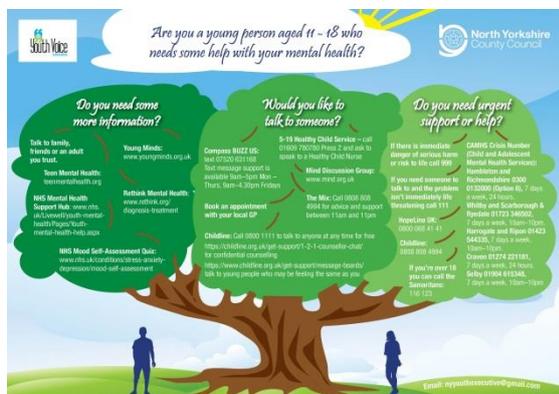
The Voice, Influence and Participation team (VIP) facilitate opportunities for looked after children and care leavers (Young People's Council), and young adults with Learning Difficulties and Disabilities (Flying High) to meet on a regular basis to seek their views and thoughts on services which affect them in North Yorkshire.

Representatives and the Chairs of both the Young People's Council and Flying High also sit on the North Yorkshire Youth Voice Executive, a representative group of children and young people from North Yorkshire who first met in February 2017.

The VIP team support the Executive and work they undertake. In February 2018 members of the Executive met in Thirsk and identified key issues facing young people in North Yorkshire, one such issue was mental health and the availability of information about services available, other issues were identified and a short video shot on the day summarises those issues,.

In March 2018, the Youth Voice Conference took place in Harrogate, over 150 young people from secondary schools took part in the conference, attending a number of workshops, 2 workshops which proved to be very popular were "Developing Young Leaders to tackle mental health stigma and discrimination" and "Strategies To Support Your Mental Health" a large number of local services and charities also took part in a lively marketplace.

The major piece of work undertaken by the Executive over the last year has been the creation of the mental health flowchart. It was identified that for children and young people wanting to seek help and advice about mental health, information was available but often hard to find and access. In order to help with this the Executive wished to design a tool which children and young people could use when wanting to seek information about services that could offer help and information about mental health. The flowchart was launched in July 2018 and plans are in place to distribute it into schools in North Yorkshire in 2018/19. Copies of the flowchart can be obtained by contacting the VIP team, VIP@Northyorks.gov.uk.



Going forward a meeting will take place in October to look at how best members of the Executive, Police Youth Commission and HDFT Youth Forum can work together jointly to raise awareness of those services currently available for children and young people in North Yorkshire

GROWING UP IN NORTH YORKSHIRE (GUNY) SURVEY



The GUNY survey is commissioned by the North Yorkshire Children's and Young People's Service to gather robust information and intelligence about young people's learning and well-being. The 2018 survey took place in schools in May 2018 and the results of the survey are scheduled for publication in January 2019. The data will be widely shared amongst partners and continues to identify vulnerable groups.

The survey is used to develop the Children and Young People's plan '**Young and Yorkshire**'. The latest plan '**Young and Yorkshire 2**' has been published by the Children's Trust Board can be found at www.northyorks.gov.uk/yandy2

Two key priorities within the plan for children's emotional health and wellbeing are:

1. Promote health and wellbeing through positive choices
2. Improve social, emotional and mental health and resilience

COMPASS BUZZ ENGAGEMENT



Young people were involved in the CCG procurement process for the school Wellbeing Workers project. Compass have in place a Participation Plan which outlines how the services will work with children and young people in order to inform the decisions that are made about the delivery and direction of their services in North Yorkshire.

A number of activities have taken place since the Compass BUZZ service over the last year and some of these are outlined below:

- **Level 2 and Level 3 Training** – Young people from Stokesley School and Harrogate Youth Council were invited to contribute to the development of the Level 2 and Level 3 training package which includes short films to be played at the training sessions. Through their eager participation in the filming Compass BUZZ produced five brilliant clips that discuss the views of young people and how they would like to be supported if they were experiencing mental health difficulties.
- Compass BUZZ have also developed two specific clips; one audio clip on Obsessive Compulsive Disorder (OCD) and one animated clip on the topic of anxiety; these used the words of two young people who were suffering with their own mental health.
- Compass BUZZ believe that through using the young people's voices it encourages those participating in the training to hold children and young people at the forefront of their mind when supporting pupils in school and ensures that the voices of young people are clearly heard.
- Compass BUZZ also felt it was important to capture the views of parents so we liaised with two parents and invited them to be involved in the filming so that they could share their views with

schools on how they would like to be informed of any issues that have been noticed and how they could work together to best support their children and young people.

- Compass BUZZ also contacted all key partners within other North Yorkshire services (such as CAMHS, Prevention, Healthy Child Team) who provided us with a professional from their team to speak about their service in order to explain how they support children, young people and their families. This was to ensure that through our training participants glean a clear understanding of what support is currently available across North Yorkshire and how they can access this support for children and young people within their care. It also ensures children and young people receive the right preventative support at the right time through early identification.
- **Mental Health Flowchart** - Compass BUZZ were involved in the development of the North Yorkshire Youth Executive's Mental Health Flowchart. Compass BUZZ were thanked by the Chair of the Youth Exec for their involvement in this.
- **International Youth Day** - in August 2018, Compass BUZZ's Participation Lead, attended the 'Safe Spaces' themed International Youth Day at Harrogate Library where Compass BUZZ were asked what Safe Spaces mean to us at Compass BUZZ.
- **Youth Council** - Compass BUZZ's Participation Lead will meet with the Harrogate Youth Council in Q3 to show the films they feature in as part of our Level 2 and 3 Training.
- **Fresher's Week** - In September 2018 we supported the Scarborough TEC Fresher's week providing a Compass BUZZ stand to promote mental health and wellbeing and the services and support we offer.



SPECIALIST CAMHS ENGAGEMENT (TEWV)



Tees, Esk and Wear Valleys

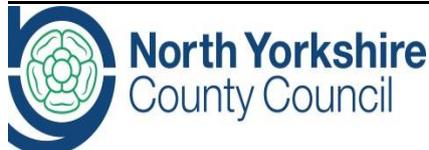
NHS Foundation Trust

TEWV have undertaken a number of key engagement activities, these are outlined below.

- Regular service participation groups take place for children and young people. These cover different themes and impact on service planning and delivery. For example, young people have been involved in developing trauma packs, naming treatment rooms and have contributed to ideas for resources for waiting area.

- Young people are encouraged to attend the adult mental health service user group 'Phoenix' to encourage them to have a voice and support transition into adults services. This is ongoing work in progress.
- Young people are involved in interviews for all staff employed by TEWV.
- Community Eating Disorder (CED) service Focus Groups took place in August 2018 with children, young people and parents/carers. Feedback is currently being collated and will be reviewed in the CEDs Task and Finish Group.
- A number of CAMHS Open Days for parents, young people and professionals have been organised across the region in November 2018. The purpose of the day is to share information about CAMHS and partner agencies, and what they have to offer in regard to young people's mental health needs.

SPECIAL EDUCATION NEEDS AND DISABILITIES (SEND) ENGAGEMENT



North Yorkshire County Council has worked closely with parents, carers, children, young people and professionals to gather their views on how special education is provided. As part of this engagement, local workshops and task and finish groups took place and suggestions for the continuum of SEMH provision in each locality were explored. Initial proposals reflecting the views of each local area on the provision required were collated for consideration and response. Consultation in localities took place on these initial proposals during July 2017, through a survey and a public consultation on the final plan was held during May and June 2018.

The final Strategic plan for SEND education provision 0-25, 2018 to 2023 has now been published and can be found at <https://www.northyorks.gov.uk/send-specialist-support-and-inclusion>

COMMISSIONER STAKEHOLDER ENGAGEMENT WITH PRIMARY CARE AROUND MENTAL HEALTH PATHWAYS

The commissioner stakeholder engagement with primary care around mental health pathways has included attending a number of key GP and professionals (including Safeguarding Leads) meetings and training events across North Yorkshire to raise awareness of mental health pathways. A signposting leaflet has been developed for GPs and other professionals.

In addition a workshop has been arranged for Q3 18/19 between stakeholders (CAMHS, Healthy Child Programme, Prevention, Compass and GPs) to discuss the current pathways and identify any areas of strength and areas for development.

Autism workshops and engagement

The Children and Young People's commissioning team have worked closely with NYCC to carry out a review of autism services in North Yorkshire through stakeholder workshops and customer journey mapping exercises in 2018. Stakeholder Autism workshops have been held to discuss referrals and services for autism and to start discussions on the development of integrated pathways between CCGs and NYCC.

Updates are outlined below:

- ✓ Waiting times for autism assessments continue to be closely monitored and we are working closely with providers and partners to ensure children's needs are met whilst waiting for an autism assessment.
- ✓ One of the key findings which came out of the workshops was the need to have a clearer understanding across health, education and social services about which services are available for CYP with autism and how these are accessed. A flyer is in the process of being developed which will assist primary care in signposting CYP & their families to the right service and outlining the service offer.
- ✓ A Customer Journey project took place in May 2018 and the recent feedback will influence the next steps. Key messages from the Customer Journey feedback are outlined below:
 - Improving the information offer to families who are beginning to feel that their child might be 'different', or who feel they need help with some aspect of their child's life.
 - Improving the information offer at the post-diagnosis stage.
 - Understanding why there is a delay in accessing various services, for instance diagnosis. Our customer journey work has shown that once someone gets a service they are happy with it, but getting the service is painful and there is a lot of delay.
 - Considering differences in geographic responsibility – the initial pathway mapping took place in the east of the county. The offers might be different in other parts of North Yorkshire, so a decision is needed on where to focus effort.
 - A need to reconsider how schools might be better prepared and supported to respond positively to families whose children display autistic traits.
 - An ambition to have services set up for need, not for autism diagnosis.
 - A need to ensure we are meeting the needs of the Autism Act and to understand where it touches children's services, and what the implications are.
 - The adult diagnostic contract is going out to procurement – is there an opportunity to influence what is required of the provider in the new contract?
 - What are the training needs in our workforce, both those who provide medical or social care support to people who have autism, and those who work in frontline roles who will come into contact with them?
 - How might services manage the increasing demand on them for support for autism?
 - Clarifying what support and information might be relevant for families where there is no diagnosis.

This is an ongoing piece of work and is fed into the All Age Autism Strategy Steering Group across North Yorkshire.