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Increasing the Voice of Young People in Health Care Planning and Commissioning

“Children and young people will have better mental and emotional health, be supported to have better ways to cope and be healthier and happier throughout their childhood.”





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Derby City Commissioning Intention

- To commission an integrated care pathway for behaviour including all services for behaviour, emotional, mental health and wellbeing.





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Derbyshire Commissioning Intention

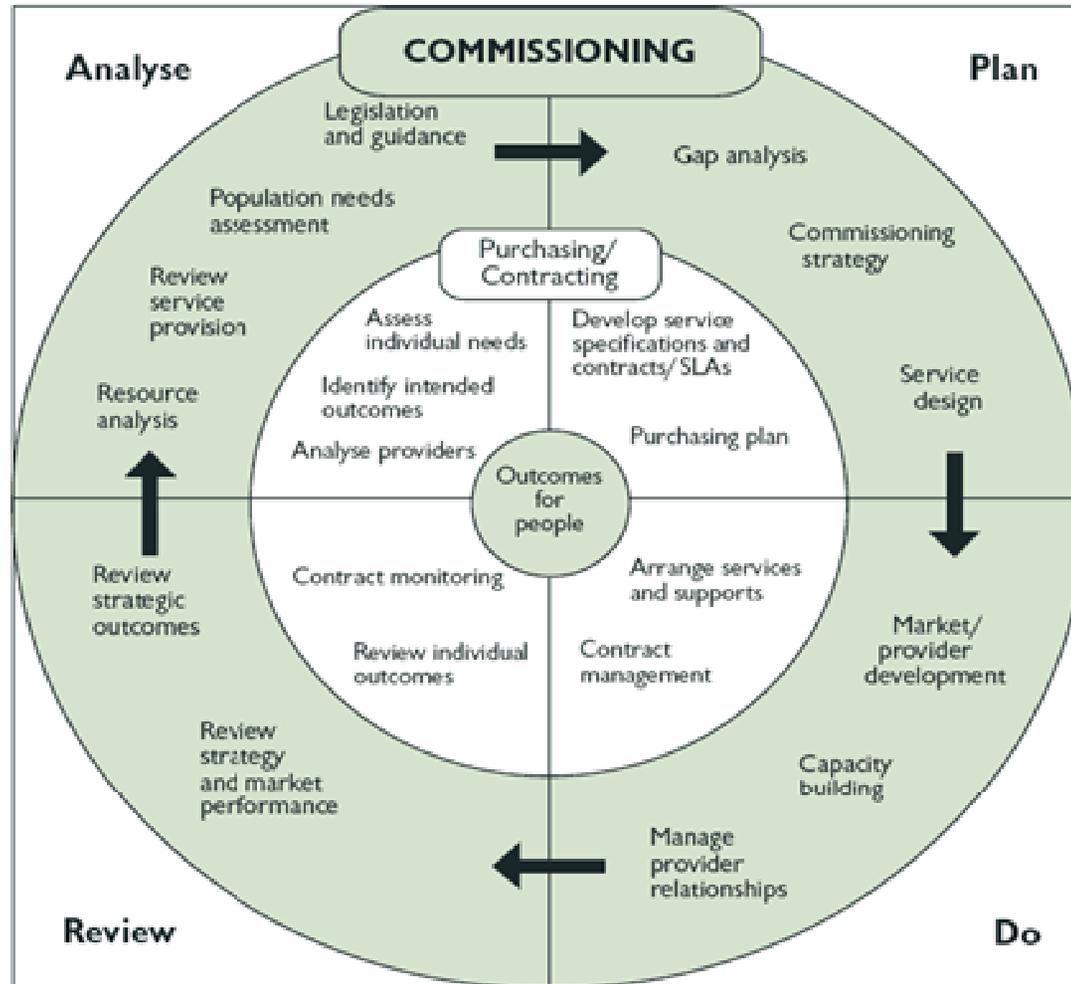
“**Emotional and Psychological Wellbeing** is increasingly recognised as a vital aspect of children’s overall wellbeing and as having a significant bearing on their ability to thrive and achieve.

This year we wish to develop a **behaviour pathway** which will ensure that we are using effective interventions at the right time to support children and young people to behave appropriately”





The commissioning cycle





The Engagement cycle





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Engagement of Young People

- Targeted service users
- Clear and honest information
- Support Workers
- Schools
- Children and Young People's Organisations
- Virtual Participation





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First Consultation Event

- Project Aims
- Expectations
- Group contract
- Good/Not so Good





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Key messages

- Flexibility and choice of services
- Waiting times and times services should be offered
- One size does not fit all
- Choice and privacy of venues
- Use of technology – text, email, social media





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Stakeholder Day

- Key stakeholders
- SWOT analysis
- Presentation of YP views
- Design principles





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Design Principles

1. I only have to tell my story once
2. I am able to access information and support in a format that suits me at the time I need it
3. I know who to contact and am confident that they will support me to get the right help quickly
4. I know that those who care about me will be involved at the right time
5. I feel that I am listened to and am involved in decisions about my care
6. I feel safe and can trust the people who are helping me
7. I trust that all those caring for me will work together to get me the right support when I need it
8. I am confident that the support I get will make a difference to me
9. I feel that I am being treated as a person and all my needs are considered
10. Where my care is not working for me I am able to try alternative options
11. I know that I can get the help I need wherever I am and wherever I am
12. I will be supported through the transition to adulthood in a way that is appropriate for me





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Characteristics of a Good Service

- A:** Have one single assessment point to access all services
- B:** Share information where necessary to make services work better for young people
- C:** Focus on your needs instead of what you have or haven't been diagnosed with
- D:** Help you access support at the right place
- E:** Help you access support at the right time
- F:** Work with other services and organisations to support you during transition from children's to adults services
- G:** Help you access the services you need – moving up or down the levels of need
- H:** Offer a range of options
- I:** Have workers that know what other services are available
- J:** Support you to build resilience: to have strategies to cope when the support has finished and ways to look for future support





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Follow Up Consultation Event

- What young people told us
- What we did next
- Design Principles
- Young People's Priorities





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Young People's Views on the Design Principles

- Community worker with similar background to the young person.
- Collaborate with school.
- Worker who was in it for the right reasons.
- If young person seeks support, please offer concrete advice.
- Get young peoples consent before making decisions.
- Match young person with worker by way of personality profile.
- Being listened to: as well as being given information, what's good, what's not, review, options, services (shaping).
- Being honest, building trusting relationships.
- Being empowered, recognising and building on success.





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Young People's Top 5 Priorities on Service Characteristics

- **E:** Help you access support at the right time
- **A:** Have one single assessment point to access all services
- **H:** Offer a range of options
- **C:** Focus on your needs instead of what you have or haven't been diagnosed with
- **B:** Share information where necessary to make services work better for young people





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Successes and Learning

- Young people integral to the service design
- Targeted young people
- Engagement at a suitable place and time
- Wide enough representation
- Ensure clear messages and required outcomes
- Continual engagement not a 'token gesture'
- Continuous feedback on what difference young people have made





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Next Steps

Key aims:

- Improving service user experience
- Improving health outcomes
- Improve health service delivery

