

**GREATER MANCHESTER CHILDREN'S HEALTH AND WELLBEING
STAKEHOLDER FORUM - WORKING TOGETHER AND DEVELOPING
AN INTEGRATED APPROACH TO IMPROVE OUTCOMES FOR
CHILDREN AND YOUNG PEOPLE**

Thursday 28 January 2021

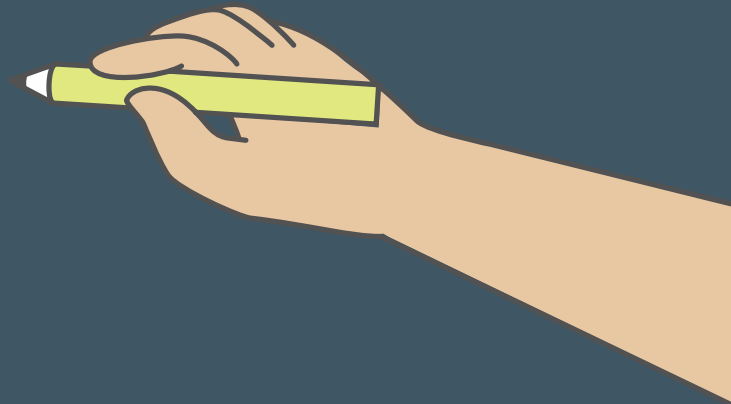
1:00 – 3:10pm

MS Teams

#GMCHWB

@GMEC_SCN

@GM_HSC



Chair
Carol Ewing



Speakers
Matthew Clark



Brad
Gudger



Gabby
Mathews



Jane
Shuttleworth



Mel
MaGuinness



Alison
McGovern



Becky
Bibby



Ingrid
Wolfe



Jacob
Botham



Stuart
Dunne



Lauren
Barclay



Diane
Modahl



Neil
Humphrey



Deanne & Amber
Shaw



Chris
McLoughlin



Michelle
Davies



WELCOME, INTRODUCTION AND PROGRESS REPORT SINCE THE LAST STAKEHOLDER FORUM

DR CAROL EWING

[HTTPS://WWW.ENGLAND.NHS.UK/NORTH-WEST/GMEC-CLINICAL-
NETWORKS/OUR-NETWORKS/CHILDREN-AND-YOUNG-PEOPLE/RESOURCES/](https://www.england.nhs.uk/north-west/gmec-clinical-networks/our-networks/children-and-young-people/resources/)

OVERVIEW OF GM PROGRAMME OF WORK ON CHILDREN AND YOUNG PEOPLE

Individuals and groups have responsibility for delivering

16 workstreams

- GM CYP Steering Group connects and co-ordinates the work of different agencies across GM
- GM Children's Board – senior decision makers including Council Lead Members for Children's Services, Deputy Mayor, HSCP, GMP, DCSs
- Children's Plan and Health and Wellbeing Framework cover period up until end March 2022
- If Mayoral election goes ahead in May there will be a refresh of the GM Strategy – published soon after election
- Need to start thinking now about future GM ambition for cyp and do this in context of Integrating Care and impact of Covid-19
- Stakeholder forum very timely

1. School readiness
2. Quality education to be ready for life
3. Special Educational Needs and Disabilities
4. Looked After Children
5. Care Leavers
6. Mental Health.
7. Physical Health
8. Complex Safeguarding – contextual safeguarding including exploitation
9. Crime and Youth Justice
10. GM Safeguarding Alliance
11. Children and young people's voice
12. Workforce
13. Early Help and Troubled Families
14. Spread & scale of DfE funded innovations
15. Vision, plans and governance
16. Funding, support and sustainability of work

PROGRAMME OVERVIEW

- 1:00 – 1:10** **WELCOME, INTRODUCTION AND PROGRESS REPORT SINCE THE
LAST STAKEHOLDER FORUM, CAROL EWING**
- 1:10 – 1:30** **NHSEI CYP TRANSFORMATION PROGRAMME, MATTHEW CLARK,
BRADLEY GUDGER AND GABRIELLE MATHEWS**
- 1:30 – 1:45** **DEVELOPING A WHOLE SYSTEM APPROACH TO IMPROVE
SERVICES FOR CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES
IN GREATER MANCHESTER, JANE SHUTTLEWORTH, MELISSA
MAGUINNESS, ALISON MCGOVERN AND REBECCA BIBBY**
- 1:45 – 2:00** **AN INTEGRATED MODEL OF CARE ; ‘WHAT DOES GOOD LOOK
LIKE’ AND TRANSLATING THE MODEL INTO PRACTICE, INGRID
WOLFE**

2:00 – 2:25

**CYP VOICE ; COPRODUCTION WITH CHILDREN, YOUNG PEOPLE
AND FAMILIES ; WHAT A GOOD INTEGRATED SERVICE FEELS
LIKE, JACOB BOTHAM, STUART DUNNE**

+ BEE COUNTED AND YOUTH AGREEMENT, LAUREN BARCLAY

+ YOUTH GUARANTEE, DIANE MODAHL

**+ WHAT MEASURES OF CARE MATTER TO CYP, NEIL
HUMPHREY**

**+ PARENT/CARER EXPERIENCE OF 'INTEGRATION' IN
HEALTHCARE, DEANNE SHAW**

2:25 – 2:35

**COMFORT BREAK – HAVE YOU PLEDGED YET?
WWW.MENTI.COM CODE NO. 81 91 82 9**

2:35 – 2:55

BREAKOUT SESSIONS – SPLIT INTO 3 GROUPS

**AS WE DEVELOP AND IMPLEMENT AN INTEGRATED MODEL OF
CARE:**

- + ROOM 1 - WHAT ARE THE OPPORTUNITIES AND CHALLENGES? (LAURA STUART)**
- + ROOM 2 - WHAT CAN WE DO TO IMPROVE HOW WE WORK TOGETHER ACROSS GM? (STUART DUNNE)**
- + ROOM 3 - WHAT NEEDS TO HAPPEN AS A WHOLE GM SYSTEM? (MEL MAGUINNESS)**

2:55 – 3:05

**FEEDBACK FROM BREAKOUT SESSIONS WITH QUESTIONS,
CAROL EWING AND PANEL MEMBERS**

3:05 – 3:10

SUMMARY AND CLOSE, CHRIS MCLOUGHLIN

Children and Young People Transformation Programme

January 2021

Why we need a focus on children and young people (a case for change)

Obesity

- In 2016, 23% of 4-5 year olds and 34% of 10-11 year olds were overweight or obese and 4% of 10-11 year olds had severe obesity
- **2.5 million children in England are overweight or obese – with 1.22 million significantly obese** and eligible for treatment according to NICE guidance

Asthma

- The UK has one of the **highest prevalence, emergency admission and death rates for childhood asthma** in Europe, despite a slight fall in unplanned admission rates for asthma from 256 to 185 per 100,000 population between 2006/7 and 2016/17 in England

Hospital / ED admissions

- In England, children and young people make up **26% of all emergency department attendances** and are the most likely age-group to attend emergency inappropriately. We know around 30-50% of ED attendances **could be managed in integrated care services** linking primary and community care with paediatric expertise.

Epilepsy

- Epilepsy is the **most common significant neurological disorder** in children under the age of 19: more than one in 220 have epilepsy (approximately 63,400).
- The total costs of admissions attributable to paediatric epilepsy in 2016-17 was £18.4m.

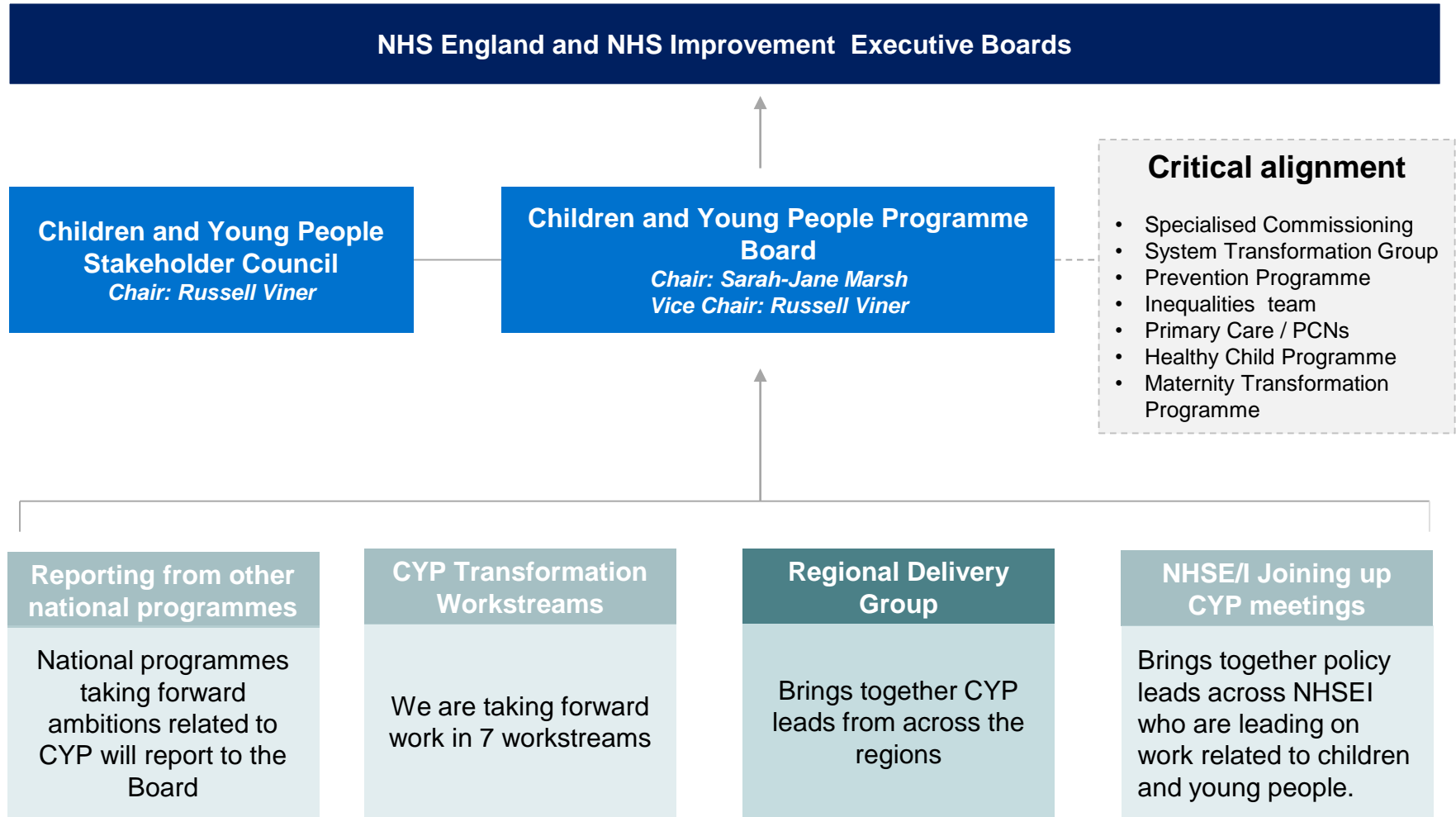
Diabetes

- **31,500 children and young people under the age of 19 have diabetes** in the UK, with 95% having Type 1 diabetes.
- **Rise in obesity may result in more Type 2 diabetes** in the long term

Infant mortality

- **60% of child deaths occur during the first year of life**, and 70% of those are in the neonatal period (within the first month of life). **Without action, UK infant mortality rates could be 140% higher** than other comparable countries by 2030

The CYP Transformation Board oversees the delivery of commitments related to children and young people

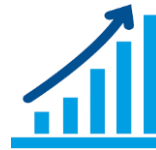


The CYP Transformation Programme Team will lead change to integrate and improve services that include CYP



Integrate

- We will **integrate services for children and young** people by working with local health to develop and test integrated models of care.
- We will then scale proven models of care across the country.



Improve

- We will **improve quality of care** for CYP with long term conditions like asthma, epilepsy, diabetes and obesity.
- Develop a system to detect the deteriorating child
- Oversee the implementation of the Paediatric Critical Care and Specialised Surgery in Children Review



Include

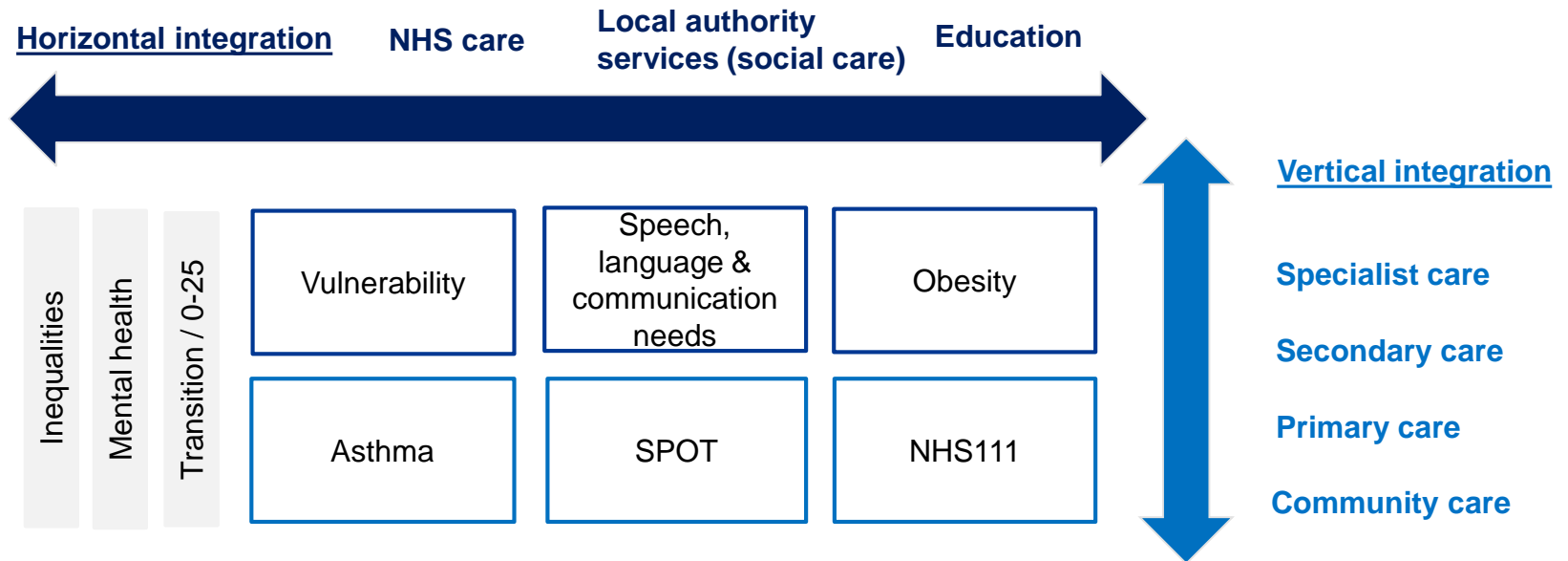
- We will **include children and young people in national policy and programme** development to ensure that services are designed to meet the needs of CYP.
- Youth Champions and the Stakeholder Council will be central to testing policy development and delivery plans with CYP.

Workstreams for CYP Transformation Programme

1. Integration of **services** within health and care, led by local systems
2. Identifying and protecting the most **vulnerable** children and young people
3. Evaluating **paediatricians** working in **local 111 providers**
4. Developing our **data and informatics** capacity to monitor improvements in and understand the state of child health across the country
5. Spotting the **deteriorating** child
6. Working across NHSE&I to develop a joint approach to **transition** and 0-25 model of care
7. Launch an obesity pilot study to develop the evidence base and commissioning model for **specialist MDT clinics** to treat complications associated with severe obesity
8. Develop a national bundle to improve **asthma** outcomes
9. Improvements in epilepsy, diabetes and other **long term conditions**
10. **Keeping children well** will focus on speech, language and communication needs

This includes developing what integration means through key policy areas

We will develop what integration means across a few national policy areas, using virtual ways of working to accelerate integration and by developing a commissioning framework for adoption for local health and care systems.



Enablers

(i) Data and informatics

(ii) Use technology to move to a virtual by default model of care

(ii.a) Mechanism of collaboration for clinical teams

(ii.b) Mechanism to redesign the service offer - i.e. outpatient clinics

(iii) Workforce

Voice: how we involve young people in our work

In late-2019, we created a role for 2 **Youth Expert Advisors** and recruited **Brad Gudger** and **Gabrielle Mathews** to fill these posts.



Gabrielle Mathews, Youth Expert Advisor



Brad Gudger, Youth Expert Advisor



Our Youth Expert Advisors bring:

- A **current understanding of the national context for issues** relating to children and young people
- An **extensive background in engagement and involvement** at both local and national levels
- And an **awareness of the structures in place** across NHS England, regional/local healthcare systems and the Voluntary and Community Organisations sector.

Voice: Youth Board Members

We also created a role for 4 **Youth Board Members**. These young people work closely with Brad and Gaby to **present updates at our national programme board meeting**, and to **get involved in our programme workstreams**.



Mike Jones, Youth Board Member

Mike sits on our Long Covid task force, and will be involved supporting our SPOT (system-wide paediatric observation tracking) work.



Bridget Bould, Youth Board Member

Bridget is supporting work within our Obesity workstream, and also serves as our lead link to the NHS Youth Forum.



Voice: Youth Board Members continued



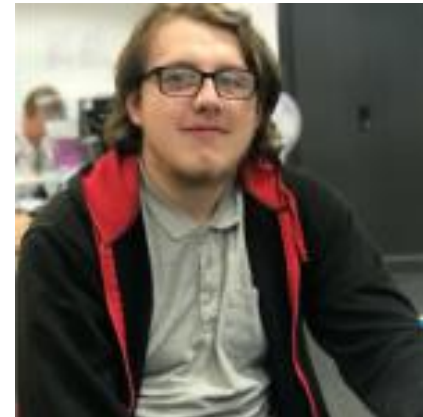
Samya Sarfaraz, Youth Board Member

Samya is also a member of the NHS Youth Forum, and will be linking our work to the CYP Mental Health programme team in NHS England.



Christopher Barton, Youth Board Member

Christopher has plans to also support with the CYP Mental Health programme team, as well as our work for parents and carers.



Voice: Wider work, including with local systems

NHS Youth Forum: we are developing closer working links between our programme's work, our youth PPV partners, and the NHS Youth Forum.

Closer inter-team working between 'sibling' programmes: (CYP Mental Health, Learning Disabilities and Autism programmes) to share best practice, opportunities and avoid wasteful duplication.

Parents and Carers: we are engaging with national and local colleagues to design a structure which will support an enhanced level of parent and carer involvement across our programme, and at our board.

CYP engagement and our programme:

- 2 PPV partners on our asthma oversight group
- In partnership with charitable organisations to collect feedback from underrepresented groups, towards our asthma work
- Developing options for engaging similar support across our obesity workstream, and engaging at pilot sites.

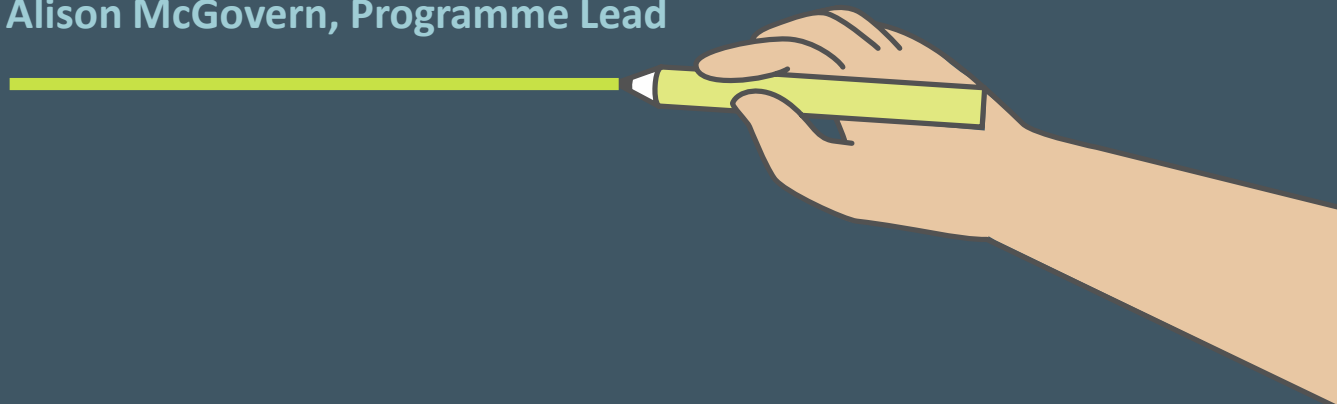
The CYP Transformation Programme from the perspective of the Youth Expert Advisors

- **Role-model** youth voice and leadership across the NHS
- Act as **advocates** in the NHS and beyond
 - Health and youth sector
 - The voice of CYP in COVID19
- **Co-production** of policy development and strategic decision making
 - Going to children and young people where they are
 - How can staff always be advocates for CYP?



IMPACT OF COVID 19 ON GM CHILDREN AND YOUNG PEOPLE'S PHYSICAL HEALTH PROGRAMME

Alison McGovern, Programme Lead

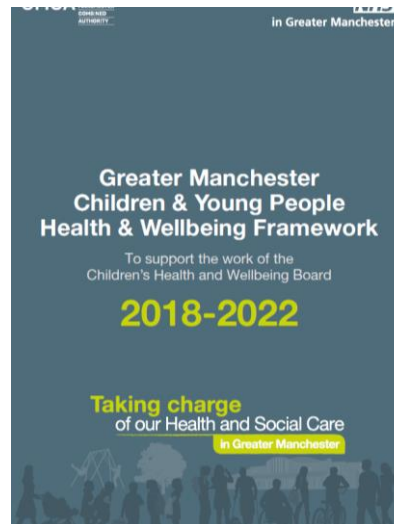


REFRAME

Youth Agreement –
programme of
inspectors

Workforce – resilience
during C19

Schools partnership
– PHSE toolkit
developing



EXPEDITE

Data – bed bureau

Preventing avoidable
admission –
innovations and spread

MH digital access

FLEX

Post COVID
complications

THANK YOU

Alison.mcgovern@nhs.net

Contact us

If you have any queries about these guidelines,
contact the GMHSC communications team:
gm.hsccomms@nhs.net

www.gmhsc.org.uk
[@GM_HSC](#)



Assure and Triangulation

Becky Bibby

Salford City Council

**Assistant Director, Early Help and School
Readiness**





What is Assure?

Web-based dynamic tool built by Salford Local Authority for use, at least initially, during the COVID-19 period.

- To enable information sharing across partners to make sure that vulnerable children and young people (CYP), and their families, are identified and appropriately supported.
- The primary focus is for children who are a cause for concern but would fall below the threshold for being a safeguarding concern.
- It identifies perceived level of needs by each agency at the time of entry. This can be raised or lowered by each agency as circumstances change.
- It allows for agencies to find out who else is involved with a particular child or family, see the child/families levels of need and to request a family is “triangulated” for a multi-agency support discussion

*The use of this tool **does not** replace the usual processes and procedures for referrals into the Bridge (front door) for Safeguarding or Early Help.*



Young Person Details

- Setting RAG Rating
- Health RAG Rating
- Connexions RAG Rating
- Young Carers RAG Rating
- ASENCO RAG Rating
- Portage RAG Rating
- Early Help RAG

Attendance

Attendance from September 2019 till March 2020

Attendance Percent	96.8
Total No Of Days	121

No COVID19 attendance recorded

Triangulation

Not currently on Triangulation

Triangulation History

Social Care

No corresponding Prumber found

Setting Health Virtual School Connexions Young Carers ASENCO Portage Early Help

Assure

- Home
- Young People
- Triangulation
- Early Years Settings
- Early Years Settings Attendance
- DfE Devices

5862 Young People	139 Shielded
1 3 or more Red Rated	20 2 Red Rated
727 1 Red Rated	748 Red Rated
1327 Amber Rated	1643 Green Rated
50 1 or more Red and 1 or more Amber	54 Triangulation

Young People

Young People

Go 11. Red RAG Rating (Two)

Row text contains 'test'

Stud Id	First Name	Last Name	DOB	NCY	EHCP	Early Help Involvement	Early Help Locality	Social Care Status	School	Welfare Checks	School RAG	Health RAG	Connexions RAG	Young Carers RAG	Virtual School RAG	ASENCO RAG	Portage RAG	Early Help RAG
3163824	Test	Test	09-SEP-2009	6	N	No	North	No	-	✖		🟢						

1 - 1 of 1



Triangulation

- The Locality Triangulation Meetings consists of a multi-disciplinary team (MDT) who will discuss a case situation and offer advice on the best course of action for the case going forward.
- Agencies use Assure to identify professionals who may already be involved with a child/family, where a multi-agency meeting is needed, the child/family will be triangulated for the Locality Triangulation Meetings.

*Triangulation Meetings do **not** replace the usual processes and procedures for referrals into the Bridge (front door) for Safeguarding or Early Help or Statutory CP or TAF meetings.*



Next Steps & Opportunities

Salford Next Steps

- Wider Partner Input and Engagement
 - CAMHS/Neurodevelopment Pathway – Jan/Feb
 - Youth Justice - TBC
 - Community Safety Teams - TBC

GM Opportunities

- More detailed discussions with localities
 - Assure,
 - Triangulation
 - Data Sharing Processes/Protocols

AN INTEGRATED MODEL OF CARE ; 'WHAT DOES GOOD LOOK LIKE' AND TRANSLATING THE MODEL INTO PRACTICE

DR INGRID WOLFE – SEE SEPARATE SLIDES

CYP VOICE ; COPRODUCTION WITH CHILDREN, YOUNG PEOPLE AND FAMILIES ; WHAT A GOOD INTEGRATED SERVICE FEELS LIKE

JACOB BOTHAM AND STUART DUNNE

Bee Counted

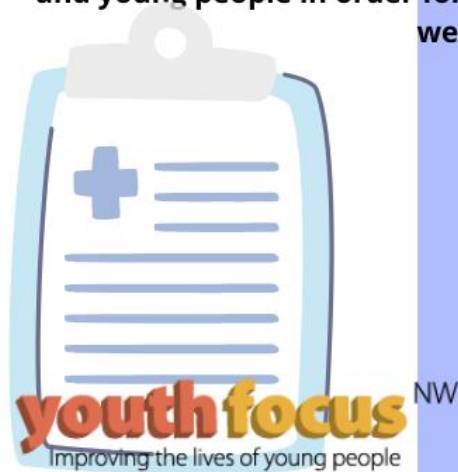
Greater Manchester Young Health Inspectors



Bee Counted is a group made up of 11 young people from across Greater Manchester who have taken part in training to be able to inspect health services across the region.

From doctors, dentists, opticians and other health services these young people will be ensuring that health services across Greater Manchester are young person friendly and meeting the guidelines set out in The Greater Manchester Youth Agreement.

The Greater Manchester Health Charter was created in 2018 by both professionals and young people in order for young people to feel that health services across GM were supporting their needs.



The young people who have been part of Bee Counted used the youth agreement to create the questions that they will ask services during the inspections.



The questions are split into the following sections:

- Access and Location
 - Quality of Care
 - Communication
 - Staff Training
- Advertising/Marketing
- Specific Support for Young People
 - Patient Comfort
 - Youth Participation
 - COVID

The young people have created the following scale as a way to measure and rate services:

Rating: Meaning:

- 1 -Severely Inadequate
- 2 -Under performing
- 3 -Satisfactory
- 4 -Great
- 5 -Outstanding

N/A The service does not require this/there is no demand for this.



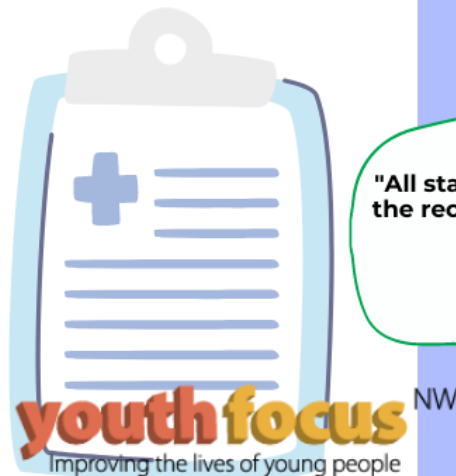
youthfocus NW
Improving the lives of young people

Due to the ongoing pandemic we are expecting the inspections of services to take place digitally either via Zoom or Microsoft Teams.

Each inspection is likely to last around an hour in time, and the young people would like to talk to a representative of the service to ask them the pre-prepared questions. They are also hoping to speak to a few different members of the team, where possible.

If applicable to the service and possible it would be great to be able to see the service space, for example the waiting room via video camera or a pre-sent video.

4 young people and a youth worker will be present for each inspection, they will work together to write a report and any recommendations they have for the service. Which will then be shared with the service.



"All staff need to have the right skills and knowledge from the receptionist to medical staff and anyone young people may come in contact with"

"Always there means at the right time and right place for a young person "

"Professionals should work as a team with young people, include them in decisions and their treatment"



The Young Person's Guarantee

Why did we need a Young Person Guarantee?

Social and Digital Exclusion

According to the Sutton Trust, only a third of students took part in online lessons offered by their school during the first stages of lockdown, **whilst more than two thirds of disadvantaged young people were not considered to be equipped with sufficient access to digital resources to support their learning** at home. We know this is still a significant problem in 2021

Poorer Health and Wellbeing

According to the mental health charity YoungMinds, 83% of young people with an existing mental health condition said **the loss of routine, school closures, exam cancellations and the health concerns associated to the virus were all factors in worsening their mental health** and increasing their anxieties about the future.

Greater Risk of Poorer Transitions

Job vacancies during the lockdown period dropped by more than two-thirds, with the fall in apprenticeship vacancies running at 80%. According to the Institute of Student Employers, **68% of businesses also cancelled work experience and taster opportunities**, though many colleges and universities have reported an increase in applications for September.

Increased Economic Inequalities

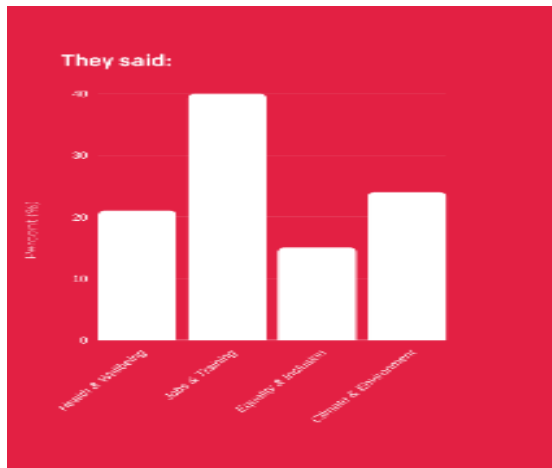
Those under the age of 25 have already experienced greater levels of job and labour market displacement because of COVID-19 – **they are 2.5 times more likely to be working in sectors that have "shut down"** and are more likely to have been made redundant, or placed on furlough, when compared to older age groups.

Step 1: listen to young people

Key themes and issues – what young people have told us...

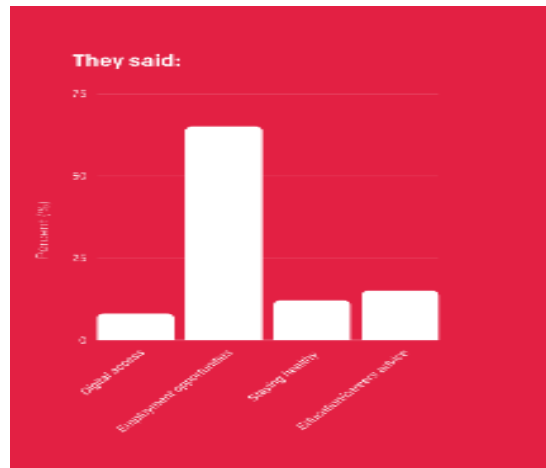
Which of these is most important to you right now?

- Health & Wellbeing – 21%
- Jobs & Training – 40%
- Equality & Inclusion – 15%
- Climate & Environment – 24%



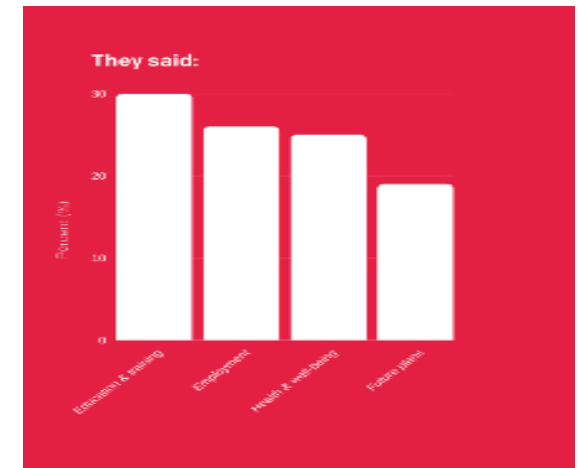
What do you most need support with right now?

- Digital Access – 8%
- Employment Opportunities – 65%
- Staying Healthy – 12%
- Education / Careers Advice – 15%



What has the coronavirus pandemic affected the most?

- Education & Training – 30%
- Employment – 26%
- Health & Wellbeing – 25%
- Future Plans – 19%



Key themes and issues – what young people have told us...

The **GM Health & Social Care Partnership** have also been gathering issues and concerns raised by children and young people about returning to school or college:

Concerns about the current situation

Struggling with lockdown

Bereavement

Keeping motivated

Sleep issues

Worries about returning to school/college

Socialising with other learners

Safety measures in their place of learning

Fears over use of public transport

Impact on family members who are shielding/vulnerable

Worries about the future

Employment / Job security (their own and their family members)

Loss of opportunity (e.g. exams, work experience, enrichment)

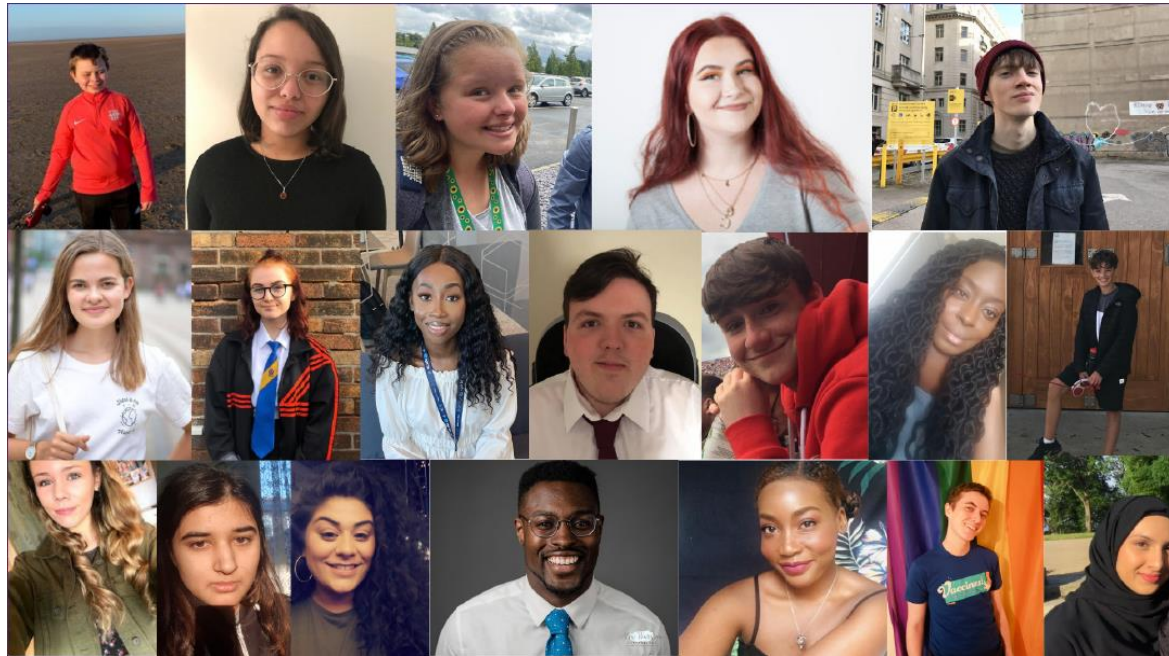
Not being able to catch up

Uncertainty over everything

Step 2: act on young people's concerns

The Youth Advisory Group

- A diverse group of 24 young people from across GM, aged 11 - 30
- Responsible for shaping the Guarantee and helping to determine the work-plan
- Brought youth voice through co-production, advocacy and challenge



Four Task Force groups each tackled a major area of concern

Keeping Connected

- More digital kit and better connectivity
- Support to help young people work online
- Public transport easier and safer to access
- Improved alternative forms of transport

Staying Well

- Improved access to mental health support for those not in employment or education
- Better signposting to mental health support
- More opportunities and signposting to participate in positive social action and wellbeing/ personal development activities
- Safe learning environments

Making Effective Transitions

- Address potential disadvantage caused by school & exam disruption
- More professional careers advice
- Improve life skills and financial literacy in the curriculum
- Increase availability of education, training and reskilling opportunities for NEET and redundant young people
- More self-employment and entrepreneurship support
- More work experience placements to those in need
- Increase number and availability of diverse and representative leaders and mentors

Removing Economic Inequalities

- More support to employers to encourage creation of more jobs and apprenticeships for young people
- Ensure inclusive and equitable access to new employment opportunities and employability schemes, particularly for those with more needs and barriers
- Increase the level of job/ apprenticeship support given to unemployed young people
- Develop mechanisms that increase job security

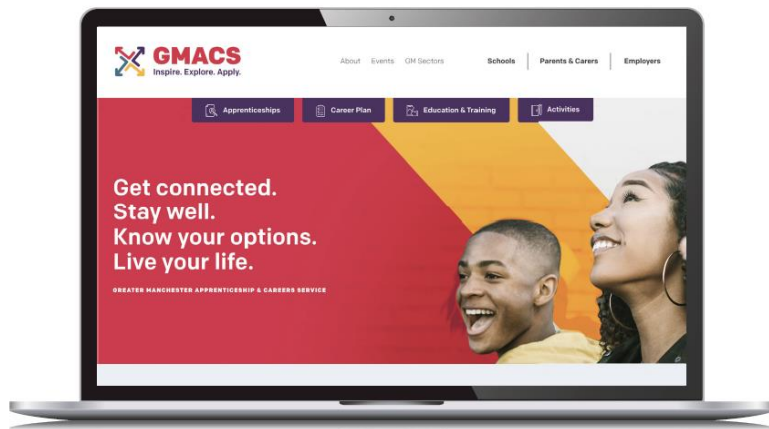
The Task Force groups:

- Comprised partners and stakeholders from across GM, chaired by a member of the YAG and Diane Modahl
- Supported efforts to better connect young people to current opportunities and generated commitments for more
- Crafted a set of recommendations for the additional activity, resources and investment needed to tackle systematic issues and inequalities faced by young people in Greater Manchester.

Step 3: better connect young people to the support already available – and generate more of it

Better connect young people to the opportunities already out there

- Young people were genuinely surprised by amount of support and opportunities already available
- Worked with the Youth Advisory Group to “re-skin” GMACS to make these opportunities easier to find



We want to help you live your best life in Greater Manchester.

The young people of Greater Manchester have told us what's important to them: getting connected, staying well, knowing what help they can get to achieve their goals, and getting a fair chance in life whatever their background is. We're here to help you with the important stuff.

Do you know what your options are?

Reducing economic inequalities

When you're faced with big choices in life - like what comes next after school, or choosing between employment, training and university - it's good to know your options. There's more than one route you can take to where you want to be.

Your background and current situation should never be a barrier to getting a fair chance in life. See how to get access to equal opportunities in Greater Manchester so you can live your life in a way that works for you.

[KNOW YOUR OPTIONS](#) [LATEST OPPORTUNITIES](#)

[FIND OUT MORE](#) [LATEST OPPORTUNITIES](#)

We all need to get connected.

Let's talk about staying well.

Not everyone can afford work travel costs or the latest mobile phone. But we all need to get connected...to our goals, to the places we need to be, and to the people in our lives. These tips and resources can help.

Maybe you're fine. Maybe you're looking for ways to top up your wellbeing. Maybe you're struggling. If you feel like you could do with some extra help with staying well, these resources are for you.

[GET CONNECTED](#) [LATEST OPPORTUNITIES](#)

[STAYING WELL](#) [LATEST OPPORTUNITIES](#)

A call to organisations and businesses to offer more support, now

- We also asked the Task Force and others what they could offer, now, to support young people
- By the end of 2020, we had received over a thousand opportunities to help young people manage the impacts of the pandemic

**We have made a commitment
to support Greater
Manchester's Guarantee
for young people.**

#GMYPG

**GREATER
MANCHESTER**
DOING THINGS DIFFERENTLY FOR OUR YOUNG PEOPLE

Next Steps & beyond

Recommendations

GMACS will help connect more young people to the support available - but we need to improve our engagement and communication

Organisations across Greater Manchester have made a good start on coming forward with commitments to offer support to young people, but we all can do more

Keeping Connected

- Young people need more digital kit, connectivity, and support to maximise use
- Young people need more safe access points and travel connections - both physical and digital, and in their localities - to connect with opportunities and to get advice and guidance

Staying Well

- Young people need more control over shaping and delivering the services and opportunities that they want in their localities

Making Effective Transitions

- Young people need leaders in education and training to be on the front foot in ensuring the whole learning offer in Greater Manchester transforms in response to the structural changes happening at pace in business

Removing Economic Inequalities

- Young people need more diverse and inspirational leaders, role models and mentors
- Young people need more employers to be supported to be better able to connect with the full diversity of talented young people across Greater Manchester and to give currently marginalised young people the skills and confidence they need to take full advantage of all the opportunities available

Next Steps

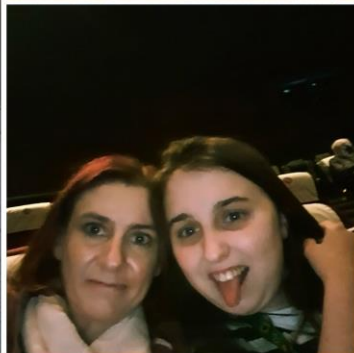
- On Friday 22nd January, Greater Manchester Combined Authority (GMCA) teamed up with the Manchester Evening News and Business in the Community (BITC) to hold a Digital Donation Day to encourage businesses and individuals to support the Greater Manchester Technology Fund. The day raised £188,600 in donations of funds, new tech data packages and used device donations for the GM Tech Fund, to help digitally excluded young people across Greater Manchester.
- Over the next two weeks, GMCA will begin the process of appointing a Project Manager to co-ordinate actions against the recommendations, as well as pulling together an Executive Group comprising those best placed to develop these actions.

WHAT MEASURES OF CARE MATTER TO CYP

PROFESSOR NEIL HUMPHREY

PARENT/CARER EXPERIENCE OF 'INTEGRATION' IN HEALTHCARE

DEANNE SHAW



Amber loves music , going to the theatre, Drama and dance.

Playing on her switch and online gaming.

Going out shopping. Seeing friends, going to college, her youth council work.

Her nana and granddad

TEAM AMBER!

College learning support team Transport
Pure innovations team and support workers
Physio therapist
Occupational therapist
Hospital consultants – children's and adults
Paediatrician
GP
Social worker
Equipment services, wheelchair services
Home adaptations
EHCP –LA Send team
Transitions support
DLA / PIP
Transport

Eating disorder service team
Key worker, OT, dietician

Claire Foxfield therapeutic
Riding centre
Youth worker

The So what Question ?

Relationships matter..

- ▶ Be clear and up front with children young people and families
- ▶ Actively listen – don't make them repeat the same information over and over again,
- ▶ Language matter – don't use 'service land language'
- ▶ TRUST and RESPECT are key
- ▶ Upfront expectations of why you are asking for the information, views, wishes of the child, young person or family
- ▶ BE HONEST even if its hard
- ▶ Consistency

Back to the So what...

Golden thread through any piece of work with groups or individual families, young people and children should be what difference is this going to make to them, to their lives, what is the impact.....

As professional you are part of a families, child's or young persons journey think about that for a moment..

You are been invited into their lives, their 'front rooms' this needs to be treated as an absolute privilege and that relationship respected and nurtured.

COMFORT BREAK AND JUST TO REMIND YOU THAT WE WOULD LIKE TO ENCOURAGE EVERYONE TO MAKE AT LEAST **ONE** PLEDGE HERE TODAY – WE ARE USING WWW.MENTI.COM TO GATHER THESE – CODE NO. 81 91 82 9

...**PLEASE** ENSURING YOU INCLUDE YOUR NAME ON THE PLEDGE



FEEDBACK FROM BREAKOUT SESSIONS WITH QUESTIONS

DR CAROL EWING AND PANEL MEMBERS



SUMMARY AND CLOSE

CHRIS MCLOUGHLIN

LET US KNOW HOW TODAY IS GOING

**SCAN THE QR CODE BELOW OR GO
ONLINE - [HTTPS://BIT.LY/3PQL82S](https://bit.ly/3PQL82S)**

