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| **Statutory Guidance on Working with People and Communities 2022**  **Case study** | |
| **Details** | |
| **Title of the case study** | **Involvement of young people are central to developing key working in the Black Country** |
| **Organisation** | Black Country Healthcare NHS Foundation Trust |
| **Synopsis** | The [NHS Long Term Plan](https://www.longtermplan.nhs.uk/) includes a commitment that ‘by 2023/24 children and young people with a learning disability and/or who are autistic with the most complex needs will have a designated keyworker, implementing the recommendation made by Dame Christine Lenehan in [‘These are our children’](https://www.ncb.org.uk/resources/all-resources/filter/social-care/these-are-our-children).  Local areas are being asked to work closely across partner agencies to ensure that the service they develop delivers the Key working functions and ensures children, young people and their families get the right support at the right time to achieve the outcomes they need.  Keyworkers will make sure that these children, young people and families get the right support at the right time. They will make sure that local systems are responsive to fully meeting the young people’s needs in a joined up way and that whenever it is possible to provide care and treatment in the community with the right support this becomes the norm.  Co-production with children, young people (CYP) and families is central to getting this right. We have worked closely with families and young people in the Black Country at all levels, strategic, operational and personal to achieve this. This case study explains our strategic approach to working with young people and how we have done this. The young people also work with the national team to bring the young person’s voice front and centre. |
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| **Content** | |
| **Background** | * **Black County Healthcare NHS Foundation Trust commission on behalf of BCWB CCG so were host organisation.** |
| **The need** | The Black Country was one of 14 areas across England to take part in the Children and Young People’s (CYP) Keyworker pilot from 2020 which aims to boost care and avoid mental health hospital admission for children and young people with a learning disability, and/or autism with the most complex needs. This pilot has now been rolled out nationally.  Four key workers, a senior clinical keyworker and a professional lead keyworker were recruited to work with children and young people (0-25) with complex needs in each of the Black Country boroughs. The team provides support to individuals, families and carers to navigate multiple services and agencies, ensure the right people are supporting at the right time and to overcome barriers. Keyworkers advocate and engage with partner agencies to reduce hospital admissions and enable a better quality of life. They ensure CYP and their families and carers to make sure families are fully involved in their plans, feel listened to and informed, plans are personalised, and they have the support they need at the right time, in a coordinated way  Peer Support offered by a local advocacy organisation became operational in January 2022. We have a number of successful step down to the Peer Support Team now evidenced. There are four peer supporters who are experts by experience in their own right, who work across the borough to continue the advocacy and signposting element of the service. The Challenging Behaviour Foundation are evaluating this approach on our behalf. |
| **The solution** | Co-production was at the heart of the project – we knew to get it right that CYP and families would know what was needed, so we listened to this before we even submitted the bid to NHS England. Within 1 month of receiving the fund confirmation the Keyworker Pilot steering group was up and running, co-chaired by a young expert by experience and with partners working collaboratively to implement the pilot during Q4 2020/21. Key areas of work were delivered through subgroups to the steering group including a communication and engagement subgroup. Parent forums from across the Black Country were excited about their engagement with the project and the impact that keyworkers will have for young people.    The groups below have all contributed to the development of the keyworker bid at the stage below in the graphic.   * Focus groups * Parents groups * Young Peoples groups * Self-Advocacy group * NHS Trust * CCG’s * Local authorities * Education * NHS England * Voluntary Sector * Challenging Behaviour Foundation * Dudley Voices for Choice   They have shared their experiences and looked at what went well and what could be better.  The repeated quotes were ‘we need to tell you once’ and ‘work in an outcome not action-based approach’ |
| **Costs** | Please link with Kelly (see find out more). |
| **Challenges** | * Virtual World * Boundaries for the team * Demand increasing * Collaboration and commitment |
| **Impact** | The service became fully operational in May 2021. The Keyworker team is now well established and have developed an increased knowledge of local services and processes alongside training around diagnosis. The team have a key presence at the Dynamic Support Register (DSR) meetings and are confident in advocating for young people (YP) and families as well as escalating concerns when required. Feedback continues to evidence the positive impact keyworkers are having for YP, families and the wider staffing network.  Very good attendance at steering group from all partners – signed up and so collaboration continues. We continue to review how we co-produce and have recently made further changes to how we run and chair the group to ensure we keep production at the top of the agenda. The steering Group feeds up to the Learning Disability and Autism (LDA) Board to ensure governance and scrutiny. Ongoing commitment from partners at the board to the project and its growth.  All CYP on the Dynamic Support Register, who are identified as at risk of admission are offered a keyworker and peer support is considered for all as step down. 90% of under 18s on the DSR have a keyworker.  Impact on Tier 4 admissions has been significant. Currently one YP in hospital compared to a significantly higher number 18 months ago.  Reduction in numbers of CYP on the DSR since 2020 |
| **Lessons** | Co-production from Day 1 is essential.  Always be prepared to review and change your approach |
| **Next steps, sustainability and scaling** | To listen to findings of robust, co-produced evaluation.  Develop and grow the keyworker and peer support offer to a wider group of CYP with complex needs. |
| **Find out more** | [**Kelly.Slade4@nhs.net**](mailto:Kelly.Slade4@nhs.net) **– CYP Commissioner Black Country Healthcare NHS Foundation Trust** |