

Creating a
children and
young people
friendly local
Healthwatch

A first steps toolkit
and resources guide
May 2013



Summary



This toolkit is designed to support local Healthwatch to understand the core issues in engaging children and young people. It aims to help you build the knowledge and confidence to work successfully with children and young people.

The toolkit is divided into six sections:

- The **introduction and overview** provides a summary of the key issues - identifying the role of local Healthwatch in terms of children and young people and the benefits of involving them in all parts of the organisation's work.
- The second section considers the **relevance** of children and young people's issues to health and social care. There is data on health outcomes, disadvantage and inequality, all of which are key areas for local Healthwatch to address.
- The **top tips for successful engagement** section provides some practical advice for local Healthwatch, looking at the best ways to involve children and young people in their work.
- Section four highlights some emerging **practice examples** and some wider experiences from the health and social care sector to demonstrate ways to involve children and young people in the work of local Healthwatch.
- Section five offers a selected range of **further information** and additional reading.
- Finally section six covers **signposting**, to enable local Healthwatch to access more detailed advice and support.



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1 Introduction and overview

Local Healthwatch has a legal responsibility to listen and learn from the experiences of children and young people who use health and social care services. By providing a strong voice for all age groups in the community, local Healthwatch can fulfill its mission as the independent consumer champion.

Children and young people can face a range of disadvantages and inequalities. Poverty, disability discrimination and poor housing are some of the challenges they face. The health and social care problems faced by children and young people are significant and complex.

Throughout England many children and young people are highly active in projects and initiatives to improve health and social care services. Their input is invaluable, bringing creativity, enthusiasm and their unique perspective.

Services and specialisms for children and young people are often segmented around different milestones and age ranges. These are then reflected in the terminology that is used:

- Maternity services for mothers, babies and very young children
- Early years services cover the first 0 to 5 years
- Primary school children cover 4 to 11 years
- Young people are often categorised from 10 years upwards
- Teenagers from 13 to 19 years
- Young adults from 18 to 25 years

2.2 First steps towards a children and young people friendly local Healthwatch

Many local Healthwatch may feel unclear or unsure about starting to work with children and young people. This toolkit is designed to help you involve and engage children and young people confidently and effectively.

Lots of advice, support and guidance is already available. This toolkit does not seek to replicate what is already on offer. The signposting section will help local Healthwatch to find the most useful material.

The National Children's Bureau also has a three-year project working with LINKs and shadow local Healthwatch. There is a range of practical resources, materials and examples on their project website.

2 Relevance

2.1 Children and young people in England

There are 11.5 million children and young people in England. Of these, 525,000 are disabled children, 63,000 are in care and 30,000 are on child protection registers.

The term children and young people is commonly used to cover the age range from 0 to 25 years. The upper age range reflects the issues of transition for young people as they move into the adult world.



2 Relevance

2.3 Developing local Healthwatch

Local Healthwatch will need to demonstrate how it is able to listen and promote the voice and experience of children and young people through its work, including:

- How issues are prioritised and resources allocated to projects that are important to children and young people
- How the voice and experience of children and young people is valued within the organisation and shared externally across the health and social care system
- How children and young people are involved in decision-making processes including at the Health and Wellbeing Board
- How communications are created that are accessible and friendly to children and young people
- How signposting and information services are prepared and able to support children and young people who contact them
- Supporting children and young people to make choices about services
- Collecting data and information about children and young people's experiences of services – and aligning this with external data protocols
- How children and young people can participate fully in the work of local Healthwatch
- How to recognise good practice and share the lessons learnt about services which are friendly to children and young people

The first steps towards creating a local Healthwatch friendly to children and young people are:

- **Understanding** the needs and concerns of children and young people from the national and local evidence base, focusing particularly on those experiencing disadvantages and inequalities
- **Networking** and learning from local organisations who already work closely with children and young people
- **Explaining** the purpose and relevance of local Healthwatch to children, young people and their families in an accessible and relevant way
- **Preparing** to work in a safe way by ensuring good governance, and that proper confidentiality and consent processes are in place
- **Engaging** with young people and involving them early on in the development and design of local Healthwatch, its activities and materials
- **Creating** clear and appealing communications by using a variety of traditional and social media tools to engage children and young people
- **Planning and prioritising** in partnership with children and young people
- **Embedding** the principles and practice of effective participation across the organisation

2.4 The role of local Healthwatch for children and young people

Local Healthwatch has a clear and significant role in promoting the voice of children and young people.

Duties in terms of health apply equally to children and young people as to adults.

The broad list of local Healthwatch duties relating to children and young people's health are:

- Gathering the views of children and young people
- Influencing how their health services are set up and commissioned
- Producing reports that influence the way health services are designed and delivered
- Providing information, advice and support to children and young people about local services
- Representing their views on the Health and Wellbeing Board
- Reporting trends, patterns and recommendations to Healthwatch England and the Care Quality Commission

In terms of social care the specific 'enter and view' and reporting powers are not extended to under-18 year olds. There are two main reasons why some specific social care powers are excluded:

- To avoid duplication where mechanisms already exist
- Specialist services are best placed to address the needs of vulnerable groups in social care – for example, in terms of looked after children

However, children and young people are still likely to have valid contributions and views regarding social care.

Topics may include:

- Areas of health and social care services where their experience overlaps
- Integrated services
- Young carers and their experiences and concerns about the social care family members are receiving
- Their views about the development of the adult social care system

There is a clear policy directive aimed at unifying the approach to health and social care, which is stated in the 2012 Department of Health report on Healthwatch regulations:

 **Local Healthwatch has a clear and significant role in promoting the voice of children and young people.** 

2 Relevance

2.5 Healthwatch England

Healthwatch England is committed to making sure the voices of children and young people are heard and acted on.

Healthwatch England has already produced some key messages for local Healthwatch when communicating with children and young people:

- We recognise that children and young people need special attention – treating you as ‘little adults’ in a big adults system is not enough
- Children and families are recognised as under-represented in the new system
- Their voice is important and we will champion their views

The needs of children and young people are being reflected throughout Healthwatch England’s work. Major projects will include looking at how the complaints system can be improved for children and young people and how the voice of children and young people can be better heard throughout the care system.

2.6 Statutory Frameworks – Safeguarding, Consent and Confidentiality

It is essential to understand the statutory frameworks that exist when working with children and young people. The key statutory frameworks cover:

- Safeguarding
- Confidentiality – children have the same rights to confidentiality as adults
- Consent
- Parental Responsibility and Consent
- Access to records
- Rights

Section five of the toolkit provides links to further information and guidance on all these areas.

The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

2.7 Safeguarding

Safeguarding and promoting the welfare of children is formally defined as the quote to the left.

Key messages include:

- Safeguarding is everyone's responsibility
- It is about protecting children, keeping them safe and promoting their wellbeing
- An estimated 13% of children have experienced some form of abuse
- The local authority, the police and the NHS have specific duties in regard to safeguarding
- Each local authority will have a Local Safeguarding Children Board to coordinate safeguarding arrangements
- The importance of Disclosure and Barring Service (DBS, formerly Criminal Record Bureau) checks for staff and volunteers working directly with children and young people



3 Top tips for working successfully with children and young people



Remember that finding out what children and young people think, and therefore what they want and need, is your most important priority.

Try to establish a participatory approach right from the beginning. **The Participation Works** website is a good place to start.

Make contact with local organisations already working with children and young people. Good places to start are:

- The youth participation team in the local authority
- Local schools, headteachers, and school governors
- Local community and voluntary sector organisations – particularly those specialising in working with disadvantaged groups of children and young people
- The local Youth Parliament
- Local advocacy projects – including those supporting vulnerable and disadvantaged groups

Understand the wider context that local children and young people find themselves in. The following are useful resources to begin this process:

- The local authority children and young people's plan
- Local strategic partnerships for children and young people
- Recent Ofsted and Care Quality Commission reports
- Clinical Commissioning Group commissioning strategy reports
- Voluntary and community network partnerships

Training and training methods are also vital when working, or preparing to work, with children and young people.

Well regarded training programmes include:

- Building a Culture of Participation
- Ready, Steady, Change
- Hear by Right
- Young Inspectors

Use warm up activities when bringing children and young people together with adults. It's worth bearing in mind that adults, more often than not, find this more useful than the children or young adults, as it helps them relax.

Make sure you review any material you are intending to communicate to children and young people. They often feel that health and social care leaflets and posters are unappealing, difficult to understand and only relevant to adults.

Some useful points to consider might include:

- The size and quantity of text
- The use of jargon and terminology
- The types of images you are using and what message they may give to children and young people
- How the communication can be attractive and appealing
- Provide multiple ways for people to contact you – telephone, email, SMS text message, social media
- Where you will distribute the material and how you can make it accessible



Think about the times when children and young people may be able to access and contact local Healthwatch. Issues of school attendance are crucial here, therefore consider making local Healthwatch activities accessible after school, during school holidays, during early evenings and at weekends.

Make local Healthwatch venues accessible to children and young people. Where possible go to where they are. Run activities in settings where they already meet such as youth groups, school dinner times, social and sports clubs or town centres.

Young people may not have the same access to transport as adults. You may need to support them with travel costs or even offer some specific transport.

Be aware that some venues may be very formal and intimidating to children and young people. They may be associated with authority figures or negative attitudes about young people. This may stifle participation.

Try to choose spaces that are friendly to young people.



3 Top tips for working successfully with children and young people

Ensure that all local Healthwatch activities are accessible to children and young people with disabilities and language needs. Venues need to be wheelchair friendly. It is also important to identify any additional support that individuals may need to enable them to participate.

Consider what support and training children and young people may need to be able to contribute. Identify any development needs and make sure that you can support them to participate in a meaningful way. This will help people to become more confident and feel able to share their experiences and views.

A common concern from children and young people, when they participate, is that they do not hear about what happens next. Make sure you manage the feedback process. You may need to do this through individual communication.

Young people's timeframes may be different to those of adults and professional organisations. Understand the expectations of the group you are working with. Young people may feel that once they have shared their views then action will happen immediately. This is not always the case in complex systems. To avoid disappointment, or raised expectations, talk about the next steps and timeframes of any plans you make with young people.

Sometimes adults, when starting to work with young people, are anxious that they will not know what language to use, particularly if they feel they should be using the latest terms or street language or SMS texting trends. As long as you avoid jargon it is OK for adults to 'just be themselves'. You can ask young people to teach you the meaning of any words or phrases you don't understand - this can be a good way of establishing an equal partnership.

Children and young people will often give you their time for free, but think about any ways local Healthwatch will reward and recognise these contributions. Ask the children and young people themselves how they would like their contributions recognised.

Examples they might ask for include:

- Certificates
- A photographic record of the activity
- A reference
- Food and refreshments
- Vouchers
- A trip

Repeat your participation activities! Do not assume that once you have engaged a group of children and young people that you have understood their views. Things can change very quickly and young people may change their opinions as they get more experienced or listen to their peers.

Technology and social media can be used creatively to help children and young people have a voice. Participation Works has published a How To guide on using technology and social media which highlights good practice and ways to manage risk. Young people with disabilities may have their own technology to support their communications and this can be used to share their experiences.



3.1 Younger children

Different techniques are needed to work with younger children and there are many resources available to support this work. The Mosaic Approach provides a range of different approaches to listening to young children that can be combined together to build up a picture of their views and opinions.

Top tips for working with younger children include:

- Try to spend most of the time listening rather than talking
- Younger children may need more time to absorb a question before responding – don't rush them for answers
- Games and play activities make good opportunities for talking about topics
- Observe younger children's behaviour, body language, eye contact and interests to understand their views
- Art activities, such as painting and drawing, can be very effective ways to learning about a child's world
- Going on trips and visits can prompt a younger child to give a commentary on their thoughts and observations
- Avoid using long words and complicated sentences
- Try not to cover too much in any activity or session – and be prepared to keep returning to the topic
- Work in partnership with specialist early years staff, parents and carers
- A good understanding of child development will help ensure activities are age appropriate – align activities with children's capacities and understanding.

Plan carefully. It is also important to do a risk assessment to ensure the activity is safe. Assessments will vary depending on whether you are working in partnership with another organisation such as a school.

Key things to consider for a risk assessment include:

- Information about the child or young person – particularly in terms of any health, dietary or cultural needs
- Ensure the room or space is safe and accessible
- Have clear information about emergency contact details and parental information
- Make plans to ensure young people can arrive safely and return home safely after an event or activity
- Contingency plans if a young person who is expected to be involved does not turn up
- If the young person has a mobile phone then it is useful to have this number as a way of contacting them
- And finally try to make all participation fun

4 Practical examples involving children and young people





Many organisations are working creatively with children and young people. Local Healthwatch can learn from these examples.

The following are a small selection of initiatives. Further information is also available in the next section of the toolkit, which provides links to additional resources that contain more case studies.

4.1 Healthwatch

Shadow **Healthwatch Cornwall** have developed a model that allows them to work with a range of specialist children and young people organisations in the community and voluntary sector to deliver participatory activities.

By pooling expertise and experience they are able to extend their reach to work with children and young people across the county. Shadow Healthwatch Cornwall organised a series of workshops and seminars to bring local stakeholders together to share best practice and design the approach. This strengthened partnerships between local participation workers and children and young people.

Key recommendations include:

- Develop a Children and Young People Board to participate in the governance of local Healthwatch
- Ensure comprehensive representation of children and young people on local Healthwatch project groups and committees
- Recruit young people to act as local Healthwatch ambassadors and champions
- Offer shadowing roles for young people to enable them to develop skills, knowledge and confidence
- Create young people only spaces within local Healthwatch
- Develop accredited training and certificated volunteering for young people to recognise and incentivise their involvement
- Work in partnership with organisations who work with disadvantaged children and young people such as Pupil Referral Units, Child and Adolescent Mental Health Services (CAMHS), pastoral care in schools and Early Support
- Use social media and information technology to reach children and young people across the county
- Work with partners in the children and young people's sector to identify and create avenues for data collection

4 Practical examples involving children and young people

Shadow **Healthwatch Barnsley** is developing a close partnership with the local authority youth participation team. This ensures that the expertise and networks of experienced participation workers can be made available to support the development and work of Healthwatch.

Activities have included:

- Building relationships between the shadow Healthwatch team and the youth participation team
- Mapping the networks and knowledge of youth workers
- Providing training and consultancy for the youth participation team to enable them to understand the role of local Healthwatch and identify ways to promote it with young people

4.2 Other Examples

Kent LINK developed a specific programme involving young people in the LINK activities called **Your Shout**.

The programme provides a variety of young people based activities including:

- Debates and votes on local health issues
- Opportunities to talk to local health professionals
- Interactive workshops and activities
- Partnerships with other organisations to lead events on anti-bullying, careers and education
- Mystery shopper projects to provide feedback on the young people friendliness of local GP surgeries
- Opportunities to get involved in the work of the Kent County Council Scrutiny Committee

The learning and networks from this programme are included in the Kent LINK legacy, which was transferred to local Healthwatch in April 2013.





NHS Bexley and Bexley Clinical Commissioning Group have run a series of participatory events for young people in South East London. Key activities include:

- Takeover days in the NHS which provide opportunities for young people to work alongside senior managers and board members
- Dragon's Den type activities for local school children to develop and prioritise new projects to promote the health and wellbeing of their age group
- Young people workshops to explore the health reforms and an opportunity to meet local GP leaders and councillors
- Supporting young carers to co-design and participate in the annual general meeting of Bexley Care Trust
- Running simulation exercises based on NHS finances and spending priorities
- A more detailed case study for this work can be found in the Participation Works 'How To Guide' on involving children and young people in commissioning

Action for Kids has developed a set of participatory tools and approaches called **Sparking Change** that lets disabled young people, and those with complex needs, participate in the decision-making process. They allow young people to access participation opportunities and to share their stories and experiences.

Participation Works offers a comprehensive Young Inspectors Programme which trains and supports young people and adults, helping them develop local Young Inspectors teams. It helps local staff to support and train young people so they can make objective assessments of local services and recommend future courses of action to improve the service. A series of **case studies of the work of Young Inspectors working with services across a range of local authorities in England** are available.

5 Further information – understanding the health and social care landscape for children and young people

There is a comprehensive evidence base about children and young people's health and social care. Understanding the data will:

- Ensure that local Healthwatch board members and staff appreciate the needs and interests of children and young people
- Help to develop clear communication material about the relevance of local Healthwatch to local children, young people, and their supporters
- Align local Healthwatch priorities with the evidence base
- Ensure patterns, trends and data are collected in ways that reflect local outcomes, inequality and local data protocols
- Identify areas for local Healthwatch to explore in a proactive way
- Prepare local Healthwatch to respond to the types of issues and concerns that individuals and groups may present

5.1 Improving children and young people's health and social care outcomes

The 2010 NHS White Paper argues that, in terms of NHS priorities, children's demands fare much worse in comparison to those of adults. Key facts and figures include:

- Improvements in health outcomes for children and young people have been at a slower rate than other countries in Western Europe. Mortality rates for children aged 0 to 14 years have moved from an average position in Europe to amongst the worst
- Survival rates for childhood cancers are also lower than Western Europe
- Death rates for illnesses that rely heavily on first-access services (e.g. asthma, meningococcal disease, pneumonia) are higher in the UK than these other European countries
- The UK as a whole has some of the highest rates of teenage pregnancy and low birth weight babies in Western Europe
- The 2007 UNICEF report titled 'An Overview of Child Well-Being in Rich Countries', Innocenti Report Card 7 ranked the UK lowest in terms of children's wellbeing in comparison with 25 other industrialised countries





A variety of reports and studies highlight the fact that primary care services and GPs often lack paediatric experience and training. This implies that primary care services may not have the knowledge and confidence to work effectively with children.

Professor Sir Ian Kennedy has reported that there is a systemic failure to provide more than 'mediocre services' for children and young people in the NHS. Some consequences of this include:

- Number of hospital admissions associated with diabetes, asthma or epilepsy among 11 to 19 year olds has increased by 26% since 2002/03
- According to the 2008 CEMACH Report 26% of deaths were the result of 'an identifiable failure in the child's direct care'
- 43% of child deaths related to 'potentially avoidable factors'
- The 2008 CEMACH Report also identified a range of errors by staff with inadequate paediatric training or supervision
- Half of children subsequently found to have meningococcal infection are sent home from the first primary care consultation
- Approximately 75% of admissions of children with asthma could have been prevented with better primary care
- Over a third of short stay admissions by infants are for minor illnesses that could have been managed in the community
- Significant regional variations in asthma care across the country

In terms of wider public health and lifestyle issues:

- Obesity prevalence in young people aged between 10 and 11 years has increased over the past 5 years. In 2010/11 17.4% of girls and 20.6% of boys were classed as obese within this age group
- 8 out of 10 obese adults were also obese as teenagers
- More than half 15-16 year olds had consumed more than five alcoholic drinks in the previous month
- 50% of lifetime mental illness starts by the age of 14
- 8 out of 10 adult smokers started by the age of 19
- Evidence indicates rising rates of sexually transmitted infections amongst young people. For example, chlamydia has increased by 25% over the past 10 years

5 Further information – understanding the health and social care landscape for children and young people

5.2 Reducing inequality and disadvantage

Government figures indicate that 2.3 million children are currently living in poverty. Reducing health inequalities for children and young people builds sustainable longer-term improvements in health.

Their health inequalities are influenced by a range of wider determinants including:

- Socio-economic, cultural and environmental conditions
- Education
- Employment for their parents, carers and wider family members
- Social and community networks
- Lifestyles

Infant mortality rates are almost twice the national average for some BME groups, and 60% higher for mothers aged below 20 years.

Low birth weight is associated with social disadvantage and poorer long-term health and educational outcomes.

The diversity of children and young people across England

Local Healthwatch needs to recognise the diversity and uniqueness of children and young people.

Some important areas to consider include:

- Gender
- Differences based on age
- Differences based on language
- Differences based on culture, religion and belief
- Young people not in education, employment or training (NEET)
- Homeless families and young people
- Gypsy, travellers, refugees and asylum seekers
- Disabled children
- Young carers
- Users of mental health services
- Black and minority ethnic groups
- Young parents
- Lesbian, gay, bisexual and trans-gender young people
- Children under some form of care provision
- Children and young people with learning disabilities
- Education and literacy needs
- Issues related to self-harm



5.3 The voice of children and young people

Studies and consultations have identified a number of consistent issues and concerns that children and young people relate with regard to their experiences of care services. Some examples include:

- The impression of being patronised or talked down to by adults
- Lack of anonymity and confidentiality when talking about sensitive health and social care issues
- The practicalities of travelling long distances to reach specialist services
- Quality of life issues for children with chronic conditions
- A lack of understanding on the part of non-specialist services when dealing with the needs of children and young people
- Where services are limited, children and young people may be placed on adult wards
- A lack of clear and reliable information about specific health conditions
- Young carers being excluded from discussions with health and social care staff/professionals about their parent's conditions
- Sexual health issues
- Drug and alcohol issues
- Difficulties accessing a health professional of the same gender
- Not being informed about patient and service user rights

Working directly with children and young people will help local Healthwatch to learn from their stories and experiences, in the process identifying trends and patterns that will improve the quality of future services.

Some common features of health and social care services that are children and young people friendly are:

- The provision of a safe space
- The creation of a positive environment
- An environment conducive to listening
- The opportunity to ask questions
- Respect for confidentiality
- Opportunities to obtain clear and reliable information
- Staff who are trained to work with children and young people
- The availability of choices
- Respect for the rights of children and young people



5 Further information – understanding the health and social care landscape for children and young people

5.4 The statutory and legislative context

There is a range of legislation that promotes the rights of children and young people who are involved in health and social care services.

Key legislation includes:

- The Children Act 1989
- The Children Act 2004
- The Education Act 2005
- The Child Care Act 2006
- The Disability Discrimination Act 1995 / 2006
- The Equality Act 2010
- The Health and Social Care Act

Local Healthwatch should also be aware of the impact that the recently proposed/ pending Children and Families Bill/Act may have.

Further detailed information about these and other pieces of legislation can be found in section five of the toolkit.

The **NSPCC Fact Sheet on child protection legislation in the UK** provides a comprehensive review of key legal frameworks.

Issues of consent for young people under 16 years form an important part of all safe health and social care services. A best practice framework to guide health professionals when dealing with issues of consent focuses on:

- The ability of a young person to understand a health professional's advice
- The guarantee of confidentiality on the part of a health professional with regard to a young person seeking contraceptive advice. Neither may the health professional attempt to persuade the young adult to inform his or her parents of any details of this matter
- The young person is very likely to begin or continue having intercourse with or without contraceptive treatment
- Unless he or she receives contraceptive advice or treatment, the young person's physical or mental health, or both, are likely to suffer

While decisions about consent will be the responsibility of clinicians and other agencies, it is important that local Healthwatch understands these issues clearly.

5.5 Learning together

Involving children and young people in local Healthwatch provides opportunities for inter-generational learning by bringing children and young people together with adults to share experiences and insights.

Young people may help local Healthwatch to draw on fresh creative methods such as video, photography, technology, theatre, poetry and the arts.



6.1 Children and Young People's Health and Social Care

Healthwatch England's key messages on children and young people.

The **Children's Commissioner** promotes the views and best interests of children and young people in England. Their website provides an overview of the role and a range of materials and case studies about effective participation.

Children's Commissioner (2013) We Would Like to Make a Change - Children and Young People's Participation in Strategic Health Decision Making.

The **Children and Young People's Health Outcomes Forum** has a range of key messages from the data about children's outcomes – many of which have been presented in section two of this toolkit.

The forum has also produced a useful series of fact sheets to help promote the involvement of children and young people in decision-making.

The 2010 White Paper Equity and Excellence: Liberating the NHS highlights the position of children's services in the NHS compared to adults.

Professor Sir Ian Kennedy (2010) Getting It Right For Children And Young People: Overcoming Cultural Barriers In The NHS So As To Meet Their Needs. Department of Health.

NHS Constitution Department of Health.

Graham Allen MP's 2011 report **'Early Intervention: The Next Steps'** brings together the evidence base and policy recommendations for early intervention with children, young people and their families and demonstrates the benefits to the individual and society. The report has important implications for how local Healthwatch champions the voice of children and young people.

The Expert Patients Programme is a Community Interest Company that delivers programmes for children and young people with long term and chronic conditions.

National Children's Bureau (NCB) Report (2013) Children And Young People's Participation In Strategic Health Service Decisions.

NCB 2012 Children and Young People's Views on the 'NHS: An Information Revolution' and local Healthwatch.

6 Resources and signposting guide

6.2 Examples and case studies

NCB has run a three year project with LINKs and shadow local Healthwatch which involved taking children and young people through a programme of training, consultancy, young people consultations and resources.

All the material from this project will be of benefit to local Healthwatch, key tools include:

- A self-assessment toolkit to assess the children and young people friendliness of local Healthwatch
- A series of scenarios and role-play exercises highlighting the range of issues that children and young people may approach local Healthwatch about
- Case studies of children and young people's involvement in the development of local Healthwatch
- Children and young people's direct responses to the Health and Social Care reforms and the issues that concern them

As part of this work **NCB also produced a research report looking at the experiences of Local Involvement Networks (LINKs) with children and young people.** The report shares a range of good practice and also identifies some of the key barriers.

Running parallel to the LINK and Healthwatch programme, NCB have also been working with NHS Patient Advice and Liaison (PALS) services to support them to work effectively with children and young people. A number of **resources and case studies** from this work will have direct relevance to local Healthwatch information and signposting.

Heaton, J. & Sloper, P. (2006) Access to and use of Patient Advice and Liaison Services (PALS) by children, young people and parents: A national survey - University of York.

The Healthy Schools approach provides a range of **toolkits and case studies** on how to work with local schools and involve children and young people in health and social care topics.

Personal, social, health and economic education is an important part of education and the **PSHE Association** can provide advice and information about this part of the curriculum and opportunities for local Healthwatch to engage with schools.

The **Young Inspectors programme** provides resources, training and case studies of young people working to inspect and review services for a variety of local authorities across England.



6.3 Participation

There is a rich and varied literature on participation. For a good overview of the basic principles and approaches.

The **United Nations Convention on the Rights of the Child** (UNCRC) underpins all participation work with children and young people.

A summary and series of linked government reports about the UNCRC.

Save the Children Resource Guide on Article 12.

The Children's Rights Alliance England (CRAE) provides legal information, raises awareness of children's human rights, and undertakes research about children's access to their rights.

The Council for Disabled Children offers a comprehensive legal handbook for disabled children and their families.

Kirby, P. (2004) Building a Culture of Participation.

National Youth Agency Hear by Right.

The Participation Works is a partnership of seven national children and young people's agencies that support organisations wanting to give children and young people a voice.

Their **resource page** provides a series of reports and How To guides offering practical advice and tips on participation.

They cover a range of topics including:

- Commissioning
- Creative Methods
- Governance
- Inequalities
- Young Trainers
- Young Inspectors.

The Young Children's Voices Network (YCVN) is a national project promoting listening within the early years. It provides a range of materials and information to promote work with 0 to 5 year olds.

Let's Listen is a profile and planning tool to support young children's involvement in decisions about children's services.

The Mosaic Approach by Alison Clark and Peter Moss provides a selection of different approaches to involve younger children in decision-making.

The Young NCB Researcher Advisors programme helps young people develop research skills so they can participate in research projects in health, social care and other sectors.

6 Resources and signposting guide

6.4 Diversity and inequality

The Marmot Review has published a major report titled '**Fair Society, Healthy Lives**'. The work has major implications for working with children and young people who experience disadvantage.

It proposes a series of six central policy objectives including:

- Give every child the best start in life
- Allow all children, young people and adults to maximise their capabilities and gain control over their lives.

The Council for Disabled Children is a comprehensive organisation representing the disabled children's sector in England. It provides a range of information and resources to promote the needs and voice of disabled children in health and social care.

Early Support aims to improve the delivery of services for disabled children, young people and their families. It enables services to coordinate their activity better, and so provide families with continuity and a single point of contact through key working.

6.5 Safeguarding

Department of Education (2010) Working Together to Safeguard Children: A Guide to Inter-Agency to Safeguard and Promote the Welfare of Children.

The Care Quality Commission (2009) Review: Safeguarding Children.

6.6 Policy, procedure and legislation

Department of Health (2012) Summary Report: Issues relating to local Healthwatch regulations. London.

Department of Health (2001) Seeking Consent: Working with Children. London.

NCB Confidentiality: Promoting Young People's Sexual Health and Wellbeing.

NSPCC Fact Sheet: An Introduction to Child Protection Legislation in the UK 2012.

Coram Children's Legal Centre provides an overview of the issues of parental responsibility.

General Medical Council guidance on children's access to medical records.





Healthwatch England

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Tel 03000 68 3000

Fax 01132 204 650

enquiries@healthwatch.co.uk

www.healthwatch.co.uk