

Wiltshire Youth Summit 2017

Evaluative Report



Wiltshire Council
Where everybody matters

healthwatch
Wiltshire

Oxford Health NHS Foundation Trust



DEVIZES
SCHOOL

virgin care

NHS
Wiltshire
Clinical Commissioning Group

Wiltshire
Community
Foundation

Wiltshire Youth Summit was planned and delivered by a team of young people who work with Wiltshire Council and Healthwatch Wiltshire. It was delivered in partnership with Wiltshire Police, Devizes School (also the venue for the day), Wiltshire Clinical Commissioning Group, Virgin Care, Oxford Health NHS Foundation Trust, and received sponsorship from Wiltshire Community Foundation.

The Summit offered a varied programme including:

- Drumming icebreaker, [Kaya Drums](#)
- Motivational speaker, [Cameron Parker](#)
- Workshops
- Panel session with senior leaders

Drumming - I love it!

I enjoyed the motivational speaker

Great atmosphere - it was buzzing

The panel was representative of key commissioning organisations and partners within the county. Members were Cllr Laura Mayes (Cabinet Member for Children's Services, Wiltshire Council), Assistant Chief Constable Kier Pritchard (Wiltshire Police), Chris Graves (Chair, Healthwatch Wiltshire), Ted Wilson (Community and Joint Commissioning Director, Wiltshire Clinical Commissioning Group) and Phil Bevan (Headteacher, Devizes School).

Exhibitors offering services for children and young people engaged with delegates during the day to explain their offer of local service provision and gather the views of young people in order to develop their services.



The Youth Summit was intended to give delegates the chance to:

- Meet young people from all parts of the county
- Express their views on a range of issues linked to health, wellbeing, safety and engagement
- Speak directly to decision-makers in the county
- Have confidence that their views, experiences and ideas are important and will be acted upon
- Gain knowledge about how to get involved in future opportunities
- Hear key messages from partner agencies

Meet young people from all parts of the county

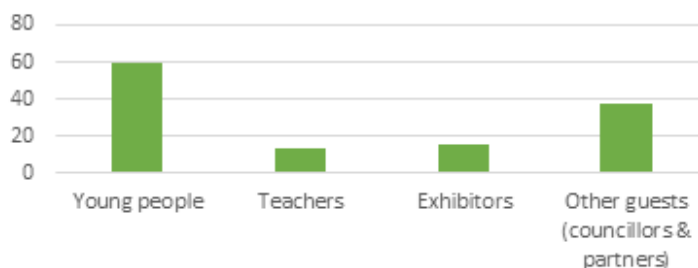
Invitations were sent to all Wiltshire secondary, independent, and special schools, Wiltshire College and other further education providers with a request to send two representatives. Wiltshire Assembly of Youth, the Children in Care Council and Healthwatch Young Listeners were also invited.

On the day, alongside representatives from the Children in Care Council, Wiltshire Assembly of Youth, and Healthwatch Young Listeners were students from 16 schools. Whilst it would have been preferable to have seen a larger number of schools represented, those present engaged in all activities and were vociferous advocates for young people across the county.

I enjoyed the interaction with other students

I enjoyed meeting people

Youth Summit Attendees



It would be good to try and do more to get the different schools mixing in the breaks, at lunch you could see people all back in their own little groups

Express their views on a range of issues linked to health, wellbeing, safety and engagement

Young people selected the workshops that they were interested in attending. Facilitators were briefed to make workshops interactive and to gather key messages from delegates which could be shared with senior leaders at the end of the day. Feedback offered by young people demonstrates engagement in the topics covered, and in discussions and debate.

Meeting the objectives

I enjoyed...

that we
could voice
our opinions

getting to
hear others'
opinions on
subjects

the
workshops -
really inventive
and interesting

the various
workshops

hearing
different
people's views on
matters of mental
health

that students
had a chance
to speak our
opinion

learning new
things

having a
debate about
the situation

that I was
able to share
my views



Have confidence that their views, experiences and ideas are important and will be acted upon

The panel addressed many concerns on the day, and feedback will also be given to delegates in follow-up communication via schools, colleges and using social media.

Students were enthused by the workshops... and enjoyed the fact that they weren't spoken down to. They were enthusiastic about the open dialogue and two way communication at the event. The final poll and panel was a great way to see what students felt. It might have been worth doing this at the beginning of the day and then again at the end of the day to see if there had been any change.

The young people enjoyed being a part of clear decision making with the hand held voting and access to important people answering their questions

As a result of the discussions, some commitments have been made by senior leaders - see page 10. These will be revisited in 2018 and partners asked to provide updates and examples of action at appropriate points during 2017/18.

Gain knowledge about how to get involved in future opportunities

Delegates were given information about opportunities from exhibitors and workshop facilitators for example, Police Cadets, the CAMHS User Participation group, Local Youth Networks, Community Area Boards, Wiltshire Assembly of Youth, Youthwatch and Children in Care Council. New opportunities were also discussed, including the formation of a Police Youth Advisory Panel. Young people were asked to indicate in their feedback how they might get involved locally after the event and what action they would take.



Meeting the objectives

I will...

be more aware and promote mental health

learn about how to act upon different points

try to inspire young people

be more aware around me

reflect my opinions into actions and continue to give my say

present findings back to school

carry on with WAY and join the police help group

make sure my voice is heard in the community

get more people involved

learn what I can do in my community/schools

go back to my school and encourage my senior team to take action on mental health

get my opinions out to more people

feedback to headteacher and possibly join WAY

Hear key messages from partner agencies

During the workshops, young people met practitioners and managers from Virgin Care (delivering child health services), Oxford Health NHS Foundation Trust (delivering child and adolescent mental health services), Wiltshire Police and Wiltshire Council. Key messages were delivered in these forums about services, priorities and future opportunities.

I enjoyed the mental health workshop

I enjoyed all the workshops

I liked the police workshop

Workshop facilitators worked with delegates to identify their priorities within those service areas. Workshops were themed around topics identified by the planning group for the event which included young people. The three top priorities from each workshop were then brought back to a panel of senior leaders for discussion and young people used hand-held voting technology to prioritise.

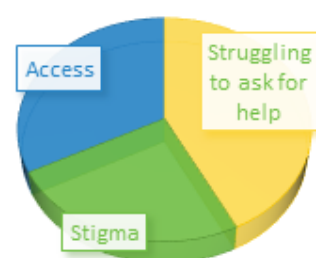
Workshop 1: Healthy Mind, Healthy Life

The workshop addressed the stigma surrounding mental health and the impact it can have on lives; it also gave delegates a chance to think about what future mental health services could look like. Games and group activities were used to consider language used in mental health.

During the panel sessions 43% of delegates agreed that the main difficulty with mental health services was having the confidence to ask for help, and to know where to go to get that help. The three main priorities are inter-connected and demonstrate young people's experiences of the barriers to accessing help when they need it.

Senior leaders acknowledged that young people are given mixed messages when they are looking for support, which includes differences in eligibility for services. It was also recognised that children, young people and their families will often go to GPs for initial support and that onward referrals to specialists can cause delays. Online support is being made increasingly available for young people, which is confidential and easy to access for most.

HEALTHY MIND, HEALTHY LIFE



Commitments:

- We will consult with young people over CAMHS, how it works and how effective it is
- We will work to reduce barriers to accessing the right support at the right time

Workshop 2: Speak Up, Listen Up

The workshop considered young people's experience of 'youth voice' and how successful or otherwise previous campaigning and lobbying had been. Young people suggested that they do not always know what opportunities are available to them or how to get involved. For most young people it was suggested that the best place to engage with them was by inviting them to community meetings. Young people invited opportunities to talk with professionals rather than be talked at, for example during assemblies. Many delegates felt that young people needed an incentive to attend a meeting or to engage in a consultation (for example: cake!), it did not need to be significant in terms of cost. Young people just need to be clear from the outset why they should get involved.

Senior leaders agreed that young people, their views, opinions and ideas, should never be under-estimated.

Commitments:

- We will work with community area teams to engage more young people in local initiatives
- We will come into schools to talk with you directly

Workshop 3: Health Services in Schools

The workshop delivered information on what school nurses provide and asked questions about what young people thought they should provide. Reference was also made to the new Chat Health programme which will give young people a confidential way of contacting their school health nurse.

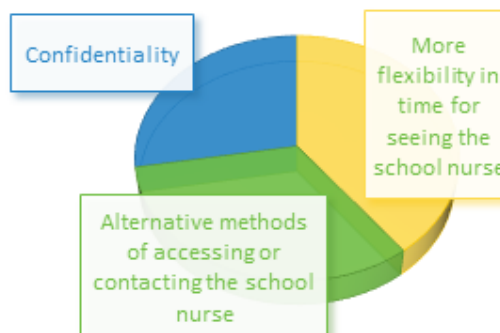
Questions were raised about the lack of school nursing support and sexual health advisers in Wiltshire's colleges. Concerns were also raised about the lack of visibility and access to school health nurses as well as a lack of distinction between first aid staff in schools and school health nurses. There was recognition of a frustration that young people experience when it comes to accessing services and when agreements about confidentiality differ between services. As a result, young people do not always know at the outset what the 'deal is' in terms of the confidentiality they can expect. Information needs to be explicit so that young people can be confident in their expectations.

Senior leaders acknowledged that school nurses are a limited resource and that other services, such as online support, should be more readily available.

SPEAK UP, LISTEN UP



HEALTH SERVICES IN SCHOOLS



Commitments:

- We will look into nursing support for young people at Wiltshire colleges
- We will roll out a plan for the new Chat Health programme and engage young people in the design of materials to advertise the programme

Workshop 4: Policing Matters

The workshop challenged young people about the issues that matter most to them. It also sought to understand the best mechanisms for improving the way in which Wiltshire Police engages with the young people it serves.

Delegates offered their views on how engaged they felt with the police service, including which forms of social media are the most widely used (YouTube, Snapchat, Instagram, Facebook then Twitter) and how young people use websites to access information. Cyber-crime was the issue that young people voted as their highest priority. Assistant Chief Constable Pritchard challenged young people to identify what it was about cyber-crime that is the most significant, for example cyber-bullying. He also acknowledged that engaging with young people on the issues raised need to be tackled further, and has committed to understand and respond to these concerns. Cyber crime and the problems caused by legal highs are relatively new issues for the Police and it was asked that young people help to address and stop these behaviours. Young people were encouraged to offer their ideas.



Commitments:

- We want to better engage with young people on social media and around the issue of cyber crime
- We want to explore the possibility of introducing a youth panel

The link between cyber-crime and emotional wellbeing and potential suicide was made. Ted Wilson acknowledged that mental health can be poorly affected by crime and that young people need to know how to access sources of support.

Other Outcomes

As a consequence of the Youth Summit so far, we know that:

- A Children in Care Council member has been invited to join the Police Youth Advisory Group
- A Children in Care Council member has been invited to join the CAMHS user participation group
- Other schools have offered to host any future events
- 5 schools have requested visits from Healthwatch Young Listeners (particularly to 'listen' to views on health in schools and mental health)

Chris Graves

Chair Healthwatch Wiltshire

Healthwatch Wiltshire exists to listen to views and experiences of health and care services, and this includes listening to young people. Our Young Listeners will be visiting schools over the coming year to gather the experiences of students and we commit to ensuring that these views are heard by the commissioners. We also commit to developing YouthWatch Wiltshire. This will be a group of young people that will represent the experiences of their peers allowing young people to have strong voices and to ensure that children and young people are integral to the work of Healthwatch Wiltshire.

Phil Bevan

Headteacher, Devizes School

The Wiltshire Youth Summit provided me with genuine inspiration in how committed young people are to making improvements to their lives and others around them. I learnt so much from the day, there was a real energy coming from the event. My commitment moving forward is to systematically involve the students in my school far more in terms of student voice and to find and encourage ways of getting Devizes students more readily involved with community initiatives.

Ted Wilson

Community and Joint Commissioning Director, Wiltshire Clinical Commissioning Group

The Youth Summit provided a fantastic opportunity for the CCG to listen and talk to young people about their thoughts and experiences of using health services in Wiltshire. It came across clearly, during the panel session, that young people do not view health as simply just being ill, they see it as a reflection of their lifestyle and factor in emotions and feelings into defining their wellbeing.

We want young people to be more involved when decisions are being made about their health services and see this as the beginning of encouraging regular discussions with them to help shape our local health services.

Cllr Laura Mayes

Cabinet Member for Children's Services, Wiltshire Council

My pledge is to come and visit young people where they are, rather than them always having to come to us.

Assistant Chief Constable Kier Pritchard Wiltshire Police

The Youth Summit was a fantastic event which allowed us to speak to and hear some of the issues that matter most to Wiltshire's young people.

It became clear from the feedback that the young people believe we can better engage with them on social media. It is therefore important for us to create more engaging content for young people, and also assess our social media platforms to see whether they are in line with what young people are currently using.

Cyber crime is another area that we are committed to tackling further, and the views that the young people put forward around this area will help us further in our ability to educate and engage with young people across the county on the subject.

We were also able to gauge interest in a potential youth panel. A number of young people indicated they would be interested in helping us make decisions around how we deliver our service. It was really encouraging to see some of the young people so engaged and community minded, and that feedback will be important as we make efforts to explore the exciting possibility of introducing a youth panel.



Panel Members: Cllr Laura Mayes, Ted Wilson, Chris Graves, ACC Kier Pritchard and Phil Bevan

What could we improve?

From the feedback we have received we know that this was a successful event, but we also know there are things that could be done better next time to make it a more comprehensive and engaging event for a wider range of children and young people. These ideas include:

- Ensuring the attendance of more schools and young people
- Making sure that all the time available is used to best effect, with more workshops, less ice-breaker and keynote speaker time
- Offering a broad range of topics for workshops
- Supporting adults and young people to engage with one another
- Embedding feedback more seamlessly into the day
- Giving all workshop facilitators a distinct space in which to work
- Allocating more time for direct discussion with senior leaders
- Making sure there are enough refreshments for everyone
- More interactive and physical sessions
- Clearer instructions about where to go and when



The Youth Summit has given us a lot to think about and a lot to do. The event has received excellent feedback and, most importantly, commitments from senior leaders to make some changes. The day was well supported and #wiltseyouthsummit17 was well used. There was press coverage including on BBC Radio Wiltshire with one of the student delegates.

We think that in planning a future event we could:

- Engage more young people from vulnerable groups within the county
- Support adults and young people to engage with one another
- Design the workshops around specific topics
- Run two/more separate events (north and south) and be more specific to those areas
- Engage more sponsors earlier on in the planning
- Ensure the venue meets the needs of the event
- Give young people more of a leadership role in the planning of the event

Our partners:



Wiltshire Council - <http://www.wiltshire.gov.uk/>



Healthwatch Wiltshire - <https://www.healthwatchwiltshire.co.uk/>



Oxford Health - <http://www.oxfordhealth.nhs.uk/children-and-young-people/oxon/community-camhs/>



Wiltshire Police - <http://www.wiltshire.police.uk/>



Devizes School - <http://www.devizeschool.co.uk/home>



Wiltshire Community Foundation - <https://wiltshirecf.org.uk/>



Wiltshire Clinical Commissioning Group - <http://www.wiltshireccg.nhs.uk/>



Virgin Care - <http://www.virginicare.co.uk/>



Attendees:

Abbeyfield School
 Bradon Forest School
 The Corsham School
 Devizes School
 Downland School
 Hardenhuish School
 Lavington School
 Melksham Oak Community School
 Royal Wootton Bassett Academy
 Sarum Academy
 South Wilts Grammar School
 The John of Gaunt School
 The Springfields Academy
 St Laurence School
 St Nicholas School
 Wellington Academy
 Wiltshire College

Healthwatch Wiltshire Young Listeners
 Wiltshire Children in Care Council
 Wiltshire Assembly of Youth

Wiltshire Council
 Where everybody matters

healthwatch
 Wiltshire

Oxford Health NHS Foundation Trust



DEVIZES
 SCHOOL

virgin
 care

NHS
 Wiltshire
 Clinical Commissioning Group

Wiltshire
 Community
 Foundation