

## Workshop Group - Carole Barnes

Led by 5 facilitators, workshop groups were an integral part of the conference. Delegates were presented with three key questions by facilitators Carole Barnes, Rachel Slade, Louise Appleby, Janette Brown and Jayne Moules.

**What do we need to happen to ensure the action plans are positive, effective and comprehensive?**

**What do we need to do as 'integrated services' to make that happen?**

**What are the implications for you and your organisation?**

and asked to consider key points to achieve six specific Actions.

**1<sup>st</sup> Action: Participation and engagement of the voluntary & community sector**

**Key points from delegates:**

Need sustainability in order to participate.

Liaise - awareness of what out there.

Again, need for mapping.

Must have investment in services & sectors to get results.

Need resources to network & participate.

New Deal Communities – lots of initiatives.

Mapping of resources.

Providing training.

What do statutory services provide?

What can they provide?

In health, early detection - we see them four years too late.

Information sharing.

Drug and alcohol - lots of work but not all of it co-ordinated.

De-stigmatise mainstream services.

Empowering staff who have developed relationships in voluntary sector in case they have to enter psychiatry.

Andy Gibson Scotswood strategy tensions between voluntary and community.

Dilemma, everything that has come out of community has come from the community.

Community sector do not necessarily report everything that young people tell them e.g crime because children community feels they are on the other side of the fence.

Dilemma Andy Gibson, that they will be dragged over the fence if they want funding.

Health, social services and police force have so many statutory obligations that they cannot see as many people.

Ensuring that complies with/complements voluntary sector compact (policy).

Practice – effective networking, effective use of expertise.

- need to make sure existing networks are used/built on to build relationships.

Commissioning processes (and de-commissioning) – funding issues

- sustainability and stability v short term funding.

Equal partners – sharing planning, development, delivery.

All sectors developing trust and being willing to learn from each other.

Recognising different needs/issues (e.g capacity) across voluntary and community sectors.

Sufficient support for community sector.

Better targeting, building on areas of expertise.

Willingness to align/pool/share resources.

Improve local decision making

## **2<sup>nd</sup> Action: Ensuring that the CIS database is comprehensive and universal**

### **Key points from delegates:**

Access, confidentiality.

What access will there be for: Young people, agencies etc.

Use at knowledge management?

Data Protection Act.

Need to ensure that things are up to date.

Cascading information.

Accurate and up to date information.

Ensuring that all practitioners, parents and carers and children and young people know about it, how to access etc.

(Will be included in citywide integrated working training for staff).

Ensuring effective links with other websites/web pages e.g

www.informationnow.org.uk (website for older people); ward 'where you live' section of council website.

(Strengthening links between children's and adult services).

Knowing who is responsible for updating information.

Data Protection Issues – different needs

Protocols

Access to advice, guidance and support.

How does this link with council knowledge management plan led by Geoff Quicke? Links between NCC planning + Transforming Outcomes Programme Planning.

Making sure zone for children and young people is accessible to them.

Databases to have ability to 'talk' to each other to ensure full knowledge & prevent duplication.

This can either be person to person, group to group or potentially via technology i.e databases automatically 'talk' to each other.

Mapping of services available. Need for this in many areas of strategy. Needs a focused dedicated person or group to do this (Ideally not on top of existing role/job).

## **3<sup>rd</sup> Action: Coordinating genuine integration.**

### **Key points from delegates:**

Getting infrastructures right.

Recognition that this is complex and challenging and takes time, but we must demonstrate progress towards long term aims – requires culture change and commitment to new ways of working. This includes being flexible and taking risks.

Effective change management.

Implementation Gap.

The genuine partnership.  
The handshake partnership.  
How do you join things up?  
Should this be from below and not just from above?  
The locality structure - 3 localities are too big.  
People are more neighbourhood orientated. May live in one neighbourhood, go to school in another, they socialize in another.  
Co-location, management of multi agency teams made up of a range of professional and non professional staff.  
Capacity issues (might be willing but barriers).  
Different targets/agendas/ethos - integrated strategy should be a vehicle for addressing this.  
Keeping young people at the heart of all of this - "it's not about us, it's about them".  
Ensuring young people are effectively involved in all aspects of the Integrated Youth Strategy.  
Communication strategy (range of methods).  
Ensure focus on NPCYP and identified priorities – flexible and responsive to changing needs/new and emerging priorities.  
Managing dependencies between a range of strategies so they complement each other.  
Making most of opportunities to achieve more through joint planning and meeting shared targets and priorities.  
Regular networking opportunities at all levels from strategic planners, operational managers and front line staff (including volunteers).  
Ensuring language is appropriate to all levels of staff and promoting better understanding/shared language between and across services/sectors/agencies.  
All acronyms in all plans should be explained clearly (standard glossary) and consistent in all strategies.

#### **4<sup>th</sup> Action: Training and workforce development**

##### **Key points from delegates:**

Joint training.  
Student teachers having experience of community based settings (widening experience/horizons/overview).  
Networking at all levels (and practice sharing):-

- Strategic managers
- Operational managers
- Front line practitioners.

Upskilling practitioners drawing on skills/knowledge of specialists/expertise.  
Access to advice, guidance and support where appropriate from those who areas of specialism and expertise.  
Attracting staff/volunteers into workforce.  
Valuing each other's skills.  
Strengthening leadership – empowering others.  
We need to ensure this is effectively linked to Workforce reform theme in Transforming Outcomes Programme so that Newcastle Children's Workforce Strategy is informed by IYS, and informs IYS in relation to workforce development.  
This needs to take account of needs arising from sector/youth services/role specific needs and needs arising from being part of broader children's workforce.

Update to national (DFES) workforce strategy expected December 07, and also in July 07 Children's Workforce Development Council (CWDC) will be updating web based tool kit to support the development of local workforce strategies, and it is expected that this will include workforce implications of Youth Matters.

Roles and responsibilities.

Identifying training needs.

Helping people currently working on the strategy to have the skills and knowledge to lead it forward.

Developing new posts and having funding in place instead of putting more work onto others already working.

Training for government (local) in regard to youth services/delivery.

Awareness raising/mapping of who is doing what, when and where.

Continuation of working in NEET area and ensuring it is picking up all.

Driving up the quality of information we share with each other (CAF).

Funding

Time

Statutory training requirements in various agencies impacting on development needs.

Valuing qualities other than knowledge interpersonal/communication.

Cultural variation – accepting different belief systems.

### **5<sup>th</sup> Action: Ensuring quality including local and national standards and potential kite mark development.**

#### **Key points from delegates:**

Whilst quality should be measured, it can also be manipulated.

Having a kite mark doesn't always ensure quality. And, can be of good quality without having a kite mark etc. (but might be key indicator to support evidence of improving outcomes).

Perception of quality ie. Young people may view quality in a different way to staff, service providers, government etc.

Quality often very well measured by outcomes.

Mark Friedman/outcomes accountability (Turning the Curve).

How do we measure what we value and not value what can more easily be measured? Soft outcomes, case studies etc.

National standards and Kite marks can lead to the danger of organisations having to jump through too many hoops. Yes, but can also be useful, but also need ways to celebrate individuality.

With stability comes quality (needs to link to commissioning).

Who will check? Clear accountability including views of service users.

Services/Organisations without kite marks shouldn't lose out to those that do. (but might support commissioning?).

Issues around charge (payment to go through Standards/Kite marks).

Capacity to do monitoring etc required to meet standards/kite marks etc.

### **6<sup>th</sup> Action: Collating evidence of good practice and positive impact on the lives of Young People and arranging methods and events to publicise and celebrate their achievements.**

#### **Key points from delegates;**

Create a site eg. Wiki Blogs where young people and all other agencies, parents/carers can upload their experiences of good practice.

Have an element of respect for what others are saying and add own contribution rather than changing someone else just because they don't agree with it.

Certainly in early stages would need independent moderator until became self moderating.

Downside is would "miss" young people who do not have any access to internet. As time goes on this will become less and less.

Be creative – use new/modern tools as well as transitional ones.

More publicity of non-academic achievements.

Liaising with young people should be easier.

Events such as DJing.

Celebrating Andy Scotswood strategy. Most packages have a celebration at the end.

Treats for naughty kids: - not appropriate.

Initiatives should be longer term and sustainable eg. Lots of the New Deal programmes will fold in 2008.

End.