

## Workshop Group - Rachel Slade

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> Key Action: Participation and Engagement of the Voluntary and Community Sector**

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

Also statutory services who work in the community across all ages but who also focus on youth (library service)

What do we mean by the community sector e.g geographical/professional and what are the governance arrangements. We all have centres in the community e.g NHS, Connexions, Libraries

All services need to feel equally valued

Front line delivery of services crucial and key to this

People delivering services need to relate to each other

Grand strategies won't work if people on the ground are not relating to each other

Importance of information sharing and issues around time to apply for funding

Strength of voluntary sector - ability to be flexible and reach YP statutory sector can't reach for many often bureaucratic reasons

Make sure networks are strong

Ensure each organisation knows who is responsible for which action

Make sure all sectors are involved in all aspects of the process

Need good leadership

Ensure all know why they are involved - clear objectives

Good communication!!

Ensure people stay involved - keep up momentum

Regular updates on where we are up to

Sharing good practice - support and guidance

Valuing each others contribution

Information needs to be filtered down to front line staff - ownership of process from bottom up as well as top down

Keeping to time lines set (don't let things drift!)

Sharing resources – be open and honest about what each organisation can contribute

All of the above!

Being clear who does what and how we compliment each others work

Working together to identify gaps and commission appropriately

One clear contact person who is tasked with getting information out to and from

We all have a responsibility to ensure everyone knows about the integrated youth strategy - need to communicate to all

All organisations have to take on board culture change of integrated working

What do we need to happen to ensure the Action Plans are positive, effective and comprehensive?

- Voluntary Community Sector need have access to plan
- Plan needs to identify acronyms – glossary of terms
- Avoid platitudes. Action rather than bandwagon speak
- Voluntary Community need to see the value for them
- Plethora of plans, strategies already, VCS need to know and understand where they fit in
- Technology to assist in joining up above web sites/visual learning
- Voluntary Communities are very much action orientated any action plan needs to be seen as valuable for them
- Value added on Newcastle Children and Young People's Plan

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

- Integrated in pockets. Therefore not integrated at the moment to make it happen
- Equal partners and equal integration
- How to get VCs to contribute (time constraints)
- Network to be part of Voluntary sector

What are the implications for you and your organisation?

- Better outcomes for young people
- Services need to know exactly what is out there and how to refer so there is immediate response
- Knowledge is power
- Let services use expertise – recognise the expertise of others and use it
- Seamless referring – don't need to go looking

## **2<sup>nd</sup> Key Action: Ensuring that the CIS Database is Comprehensive and Universal**

Is the database shared?

How well advertised is the service - services not aware of it.

How accessible is it?

Services not given background to CIS when form sent out

Who is it for?

Confusion around it

Identify shortfalls

Ensure key person from each organisation has responsibility of linking information to CIS

Clear time scales - when does info need to be updated?

Clarity about CYPIS - what detail is needed and who updates - whose responsibility is this?

Links to mapping - are all the organisations on that should be?

Communication

Networking

Leadership

Good promotional material - accessibility. Marketing to practitioners

Briefing sessions for staff on CYPIS

Identifying key person to link info in to CYPIS

Who has access?

When fully functional?

Does everyone know – is this advertised?

Who updates it?

How do young people find out about it?

Only effective if updated continuously

Who supplies the information?

Think of 'yellow pages model'

Audit all services one a year?

Information on national services

Capacity of system

What do we need to do as integrated services to make the action happen?

- Someone needs to take responsibility within the Steering Group
- Someone needs to take responsibility within each service

Pay someone to maintain at source

What are the implications for you and your organisation?

- Knowing it is there – staff training.
- Identifying a person to update
- Knowing how to use the database effectively

### **3<sup>rd</sup> Key Action: Coordinating Genuine Integration**

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

Integrated processes and systems eg. consent forms

Can we work towards common systems?

Already examples of integration - Connexions (bringing in people from different backgrounds)

Already examples of services working together - Sure Start

Needs to be co-ordinated by people - paid to carry out this strategy

Monitoring and Evaluation

Need a “doer” who works on the ground - driving things forward - also monitoring and evaluating. Ensuring that all of the services e.g Play and Youth and Schools are opening up to others

Clear leadership - integrated team of leaders. Clarity of roles.

Key representatives who feedback to smaller organisations who do not have the capacity to be involved at every meeting

Informal discussion forum (on line?) that could feed into formal process

Everyone being solution focused - embracing change - positive attitude to cultural change

Buy in by all to reasons why we are working in these ways – Children and YP at heart of change towards integration. Reality not tokenism

Communication, communication, communication!

Everyone to buy into action plan, clarity of roles but everyone to take responsibility for overall progress

Clarity about roles and responsibilities - lead person in organisation - key role in overseeing progress/accountability

Steering Group has key role to play

Documentation - widely distributed - jargon free and accessible to all

YP embedded in process - meaningful involvement in how strategy develops. Involvement in IYSSG not tokenistic - are supported well

3 Time – more meetings (impact on voluntary sector organisations re capacity)

Practitioners need to have involvement – ownership of integration

Ensure all staff in organisations buy into new way of working - commitment to new ways of working - experimental working - helping us to try out new things for the benefit of YP

Feedback to everyone in organisations on where we are – crucial as action plan implemented

Training – (workforce development) (budgetary implications)

Equal partners

Less talk more action

Practitioners working together

Using the expertise of those on the ground

Planning for cascade of information

Schools – get them involved

Is there a pot of money?

Audit of need who by whom and who will commission/ finance/other resources

Who is going to do this work?

Does this document speak to all - including young people and their families?

Events/promotion/marketing

What do we need to do as integrated services to make the action happen?

- Designated team who can devote time
- Finance to support
- Accountability
- A Steering Group may not make the required progress because of other constraints of their time/finance
- End goal in mind – better for young people
- It has to work
- Referral to different services still require different responses
- Referral systems are not streamlined as yet (CAF)

What are the implications for you and your organisation?

- Build the plan into own development plan in a working document
- Micro/macro integration planning
- Make it simple/rationalise

#### **4<sup>th</sup> Key Action: Training and Workforce Development**

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

More joint training

Pulling together common elements

Workforce development strategy must be all encompassing

Using training as an opportunity to break down barriers

Clarity on what skills/knowledge needed

Check information up to date (good records)

Look at service as a whole - skill sharing - help with integration

Collaborative working - the salad!

Training offered should be delivered to a good mix of practitioners

Shadowing - awareness raising of different roles/ways of working

Information on what people do (sometimes post titles mean nothing)

Snapshots of different organisations - info sharing - specific contacts

Locality focused training – aimed at multi agency groups

Commitment from managers/staff

Opening up of training programmes so not 'in house'

Encouragement of workforce development (links to capacity)

Key person to lead on this within each organisation

Identifying training needs - each organisation chipping in to enable it to happen - promotes integration

Annual strategic plans need to include integration/training aspect within them - needs to reflect integrated strategy

Budget implications (especially small organisations reliant on year on year funding)

Actions still happening whilst people are being trained

Realistic training (content and targeted)

Monitoring + Evaluation - need to have a baseline in order to measure how we have improved services to YP as a result of training etc

Staggered training to ensure continuity (people move on - need to ensure we keep some people who are trained in organisation)

Time - balance between delivering a service and having staff in training

Communication - need to be good at making sure everyone hears about training opportunities - equality of access

Budget implication re cover for staff members on training to keep service going ie supply teachers; P/T staffing (Youth Workers); paying P/T staff to attend training

Training key - but don't take too long

Don't throw out good practice - people need to see where they do already fit into the Action Plan

Joint agency training

Opportunities for focus groups

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

- Integrated service - integrated referrals and responses
- Training has to be universal so everyone knows the expected outcomes
- If services do what they always have done then nothing will change
- Professional respect leads to better integration

What are the implications for you + your organisation?

- Does everyone need to know about the plan? YES
- Will everyone implement/refer - not necessarily
- Organisation needs to know where they fit in with the plan, range of staff involved as they are involved in the end outcome

## **5<sup>th</sup> Key Action: Ensuring Quality Including Local and National Standards and Potential Kite Mark Developments**

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

IAG National Standards/Quality Standards

Integrated processes and systems will improve quality

Agree what standards we are using.

Can we adapt Hear by Right Standards as they are ready to help us and NYA keen to support the roll out of this

Understanding of how local standards fit into national standards

Monitor & Evaluate

Good links between local and national standard co-ordination

Someone has to lead on this

Audit of process – frequent checks

Showcasing good practice

Standards overload!

Prioritising standards

Difference in organisations (might have different priorities)

Evidence – creative ways of collecting evidence

Who does the monitoring + evaluation? Once you have answered this ensuring quality outcomes can be in place

**6<sup>th</sup> Key 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:**

Identify where there are problems and where things haven't worked

Research and audit post - analysis and feedback

Try to move away from reactive services

Look at auditing process

Delivering to young people

Participatory events

PARENTS' events

Use of media - City life

Identify who will organise

Organisations need to be proactive in publicising and getting accountability

It is important to value young peoples achievement and not be overt in using it as a tool for, example, extra funding “look how great we are”

End.