

Developing Young People's Voice and Influence in Health Services

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Richard Mckie and Roger Morford
The National Youth Agency

What are we going to cover?

- Context, drivers and good practice in young people's engagement in health settings
- Hear by Right framework and the NYA's participation support offer
- Your contribution
- Meet and network with like minded colleagues
- Action planning

Article 12

“Children and young people have the right to say what they think should happen, when adults are making decisions that affect them and to have their opinions taken into account.”

(UNCRC 1989)

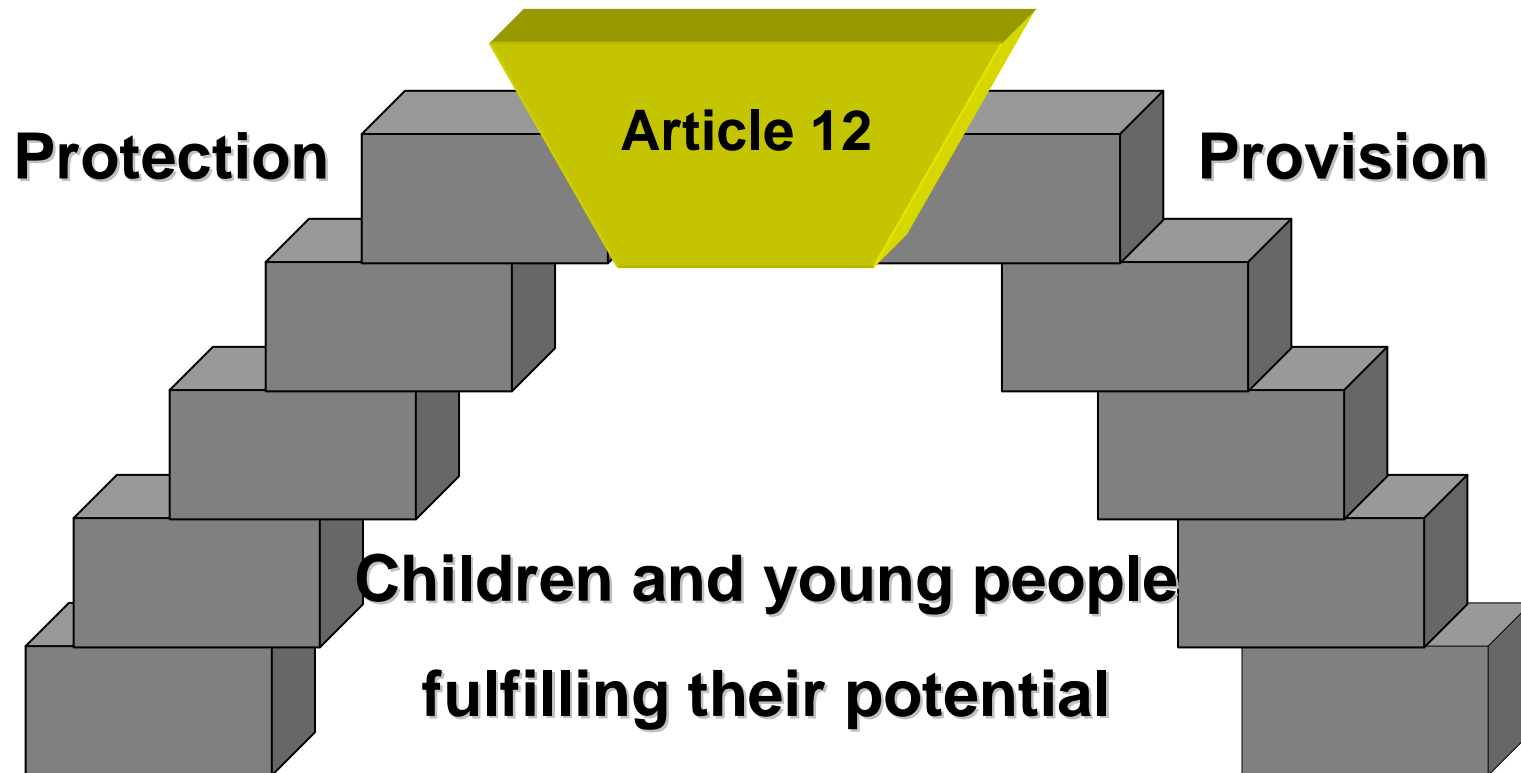
The active participation of young people in making decisions about their health, both at an individual level and at the strategic level of healthcare provision, is key.

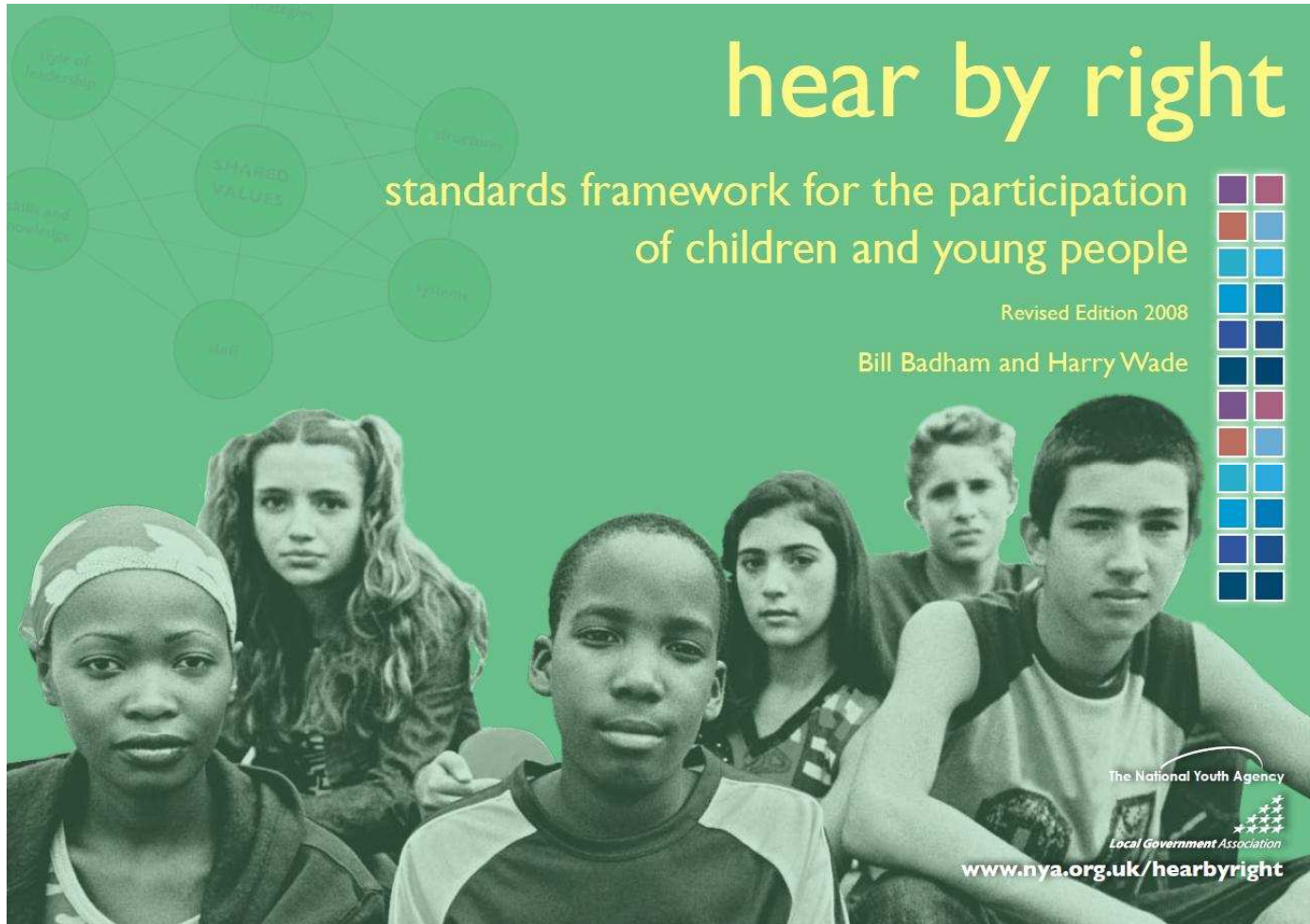
The free expression of views, given due weight according to the age and maturity of the child, is not only a human right, it is also known to improve health.

Sir Liam Donaldson – Chief Medical Officer for England

UN Convention on the Rights of the Child

Participation



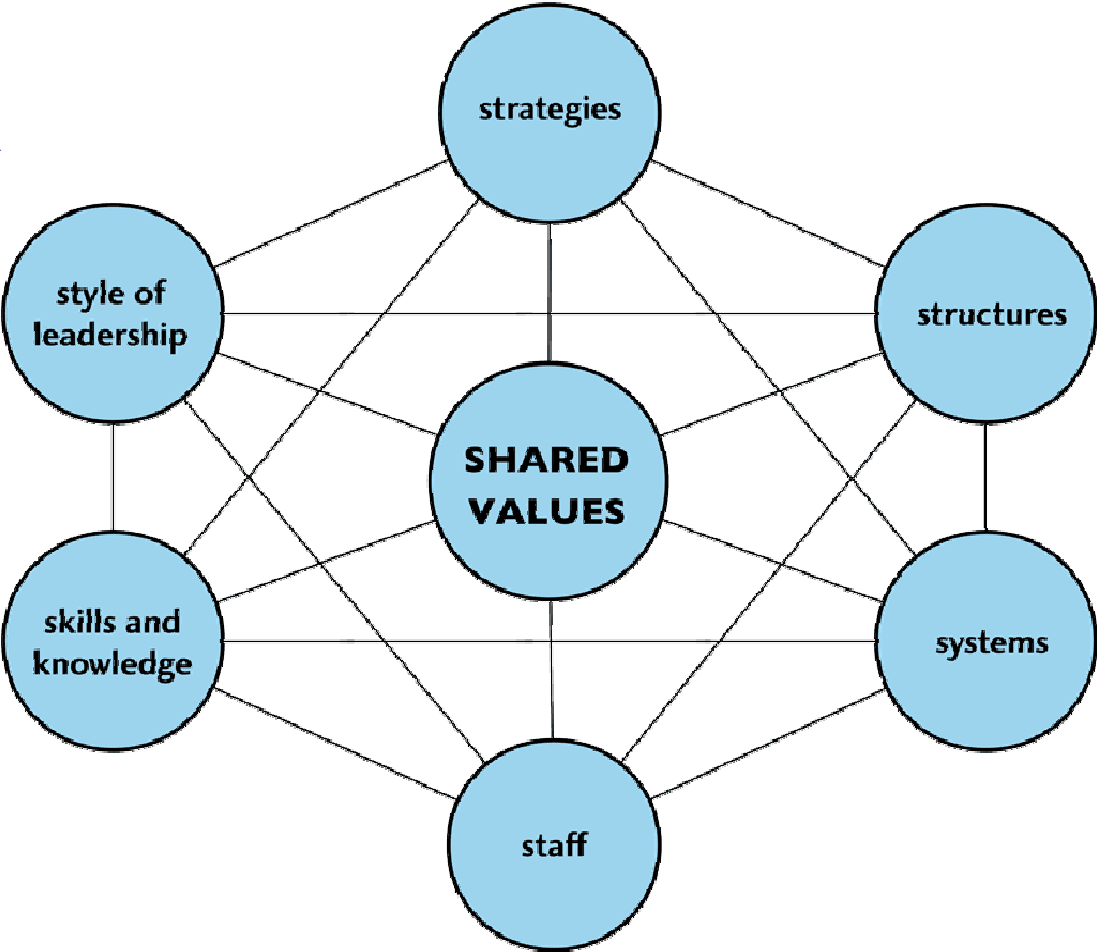


Standards: based on shared values

Children and young people's participation works best when it is:

- ✓ visible
- ✓ resourced
- ✓ valued
- ✓ accessible
- ✓ safe and sound

Standards Framework



Hear by Right framework: 3 Key Success Factors

- Map and plan
- Young people's involvement
- Identifiable change

We will expect to see the systematic involvement of young people and their parents in service development, supported by accredited frameworks for young people's involvement such as 'Hear by Right'

Healthy lives, brighter futures, Department of Health/DCSF

The Hear by Right framework gives a structured and robust approach to embedding participation across all levels of health services. This is an integral part of helping to deliver the You're Welcome quality criteria to ensure that young people access and receive the best health care available to them through partnership working

Lily Makurah, Adolescent Health Services Project Manager, Department of Health

Our Voice, Our Help, Our Health

Siobhan Lloyd – Dudley Youth Service

Hayley Jennings - Dudley PCT

Joe Dutton and **George Heeley** – You're
Welcome Young Inspectors

Hear by Right in Community Health Services

Kate O'Farrell – Connexions Leicestershire

Mark Roberts – Leicestershire County and
Rutland Community Health Services

You're Welcome -Making Health Services Young People Friendly

Catherine Alexander

Government Office North West

Using the Hear by Right website to improve your work

Jackie O'Brien

Hear by Right Website Developer
NYA

Sharing the Learning

The image displays two overlapping web browser windows. The top window is titled 'hear by right - Microsoft Internet Explorer provided by The National Youth Agency'. It shows the homepage of the 'hear by right' website, which includes a search bar, navigation links (home, getting started, what is hear by right?, using hear by right, download resources, explore hear by right in detail, what's changed?, contribute to this site, contact us), and a video player titled 'Introducing the Hear by Right website'. The video player shows a man speaking. Below the video player is a 'Hear by Right News' section with two entries: '01 Apr 2008 Northamptonshire Children and Young People's Strategic Partnership takes on Hear by Right' and '26 Mar 2008 Participation Works runs 50 Hear by Right workshops to over 700'.

The bottom window is titled 'Participation Works - Home - Microsoft Internet Explorer provided by The National Youth Agency'. It shows the homepage of the 'Participation Works' website. The page features a 'Participation Works Gateway' section with a video player showing a group of people in a library. Below the video player is a 'Contents' section with a dropdown menu set to 'Governance' and a 'Go' button. To the right of the 'Contents' section is a 'Resource Hub' section. At the bottom right of the page is the 'Participation Works' logo.

Mapping

Shared values:
Mapping

- 1 In place and effective
- 2 In place but needs improving
- 3 Currently being established
- 4 Not in place

Emerging	What is your evidence of meeting the indicator?	What do children and young people say?	Score
1.1 Central Commitment of the organisation			2

Planning

Shared values:

Planning

	Improve ment	Priority	Who	Resources	Barriers/ Solutions	By when?	Involve children & young people?
1. 1	X	X				X	X

You're Welcome criteria

1. Access
2. Publicity
3. Confidentiality and consent
4. Environment
5. Staff training, skills, attitudes and values
6. Joined-up working
7. Monitoring and evaluation, and involvement of young people
8. Health issues for young people
9. Sexual and reproductive health services (SRH)
10. Child and adolescent mental health services

Contact details

- Richard Mckie - National Programme Manager
richardm@nya.org.uk
07739 953520
- Roger Morford – Development Officer
rogerm@nya.org.uk
- Jackie O’Brien – HbR Website
jackieo@nya.org.uk
www.nya.org.uk/hearbyright