

OUR LIVES
OUR SERVICES
OUR SUPPORT



Five-Year Participation
and Engagement Strategy

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Foreword

If you truly do believe that young people are our future, then hopefully you will also agree that such a future involves their active engagement and participation to improve services that are... about them and for them. That is why this strategy and the vision of Forward Thinking Birmingham are so important. It has the future in mind. It not only aims to deliver and improve existing services, it aims to take on the challenge to change services entirely, recognising the need to do so. It's about time someone did! Hallelujah. Young people having a voice on an even platform about the care, delivery and service they receive is a no-brainer really but unfortunately it's still not as common as it should be. Forward Thinking Birmingham have understood how even participation and engagement can assist with the initial stages of recovery and are helping young people even before they step into therapy rooms and treatment. Brilliant right?! They have taken a step back to dismantle existing models of service to now deliver a forward thinking (see what I did there, ha) approach to empowering, assisting and developing young people through active engagement and participation, whilst oh also helping young people on their journeys to recovery. Young people's voices can often be muted within services that ironically should concern them but Forward Thinking Birmingham are giving young people the mic... they literally are. You can even bring your own mic if you don't like theirs. Pretty great future forward thinking right (I did it again, I have to stop).

Maniba, 23, Member of Think4Brum and Hub Squad

Introduction

**“Our lives, our services:
For us, with us, designed by us.”**

- Forward Thinking Birmingham’s (FTB) vision is to be the first city where mental health problems are not a barrier to children, young people or young adults achieving their dreams.
- Our mission is to exceed all expectations of what mental health services can achieve for children, young people and young adults in Birmingham; resetting the bar for generations to come.
- We believe that the only way to achieve this is to work in partnership with children, young people, young adults and parents.
- This strategy sets out our commitment to working in partnership with children, young people, young adults¹, parents and carers to ensure they are actively involved in decisions about their support and influence all levels of service delivery, service development, innovation and governance.
- For participation to be meaningfully embedded across Forward Thinking Birmingham, it needs to be everyone’s responsibility. The role of the participation team is to drive forward and support the implementation of the participation and engagement strategy, but it relies on all staff playing an active role, as part of Forward Thinking Birmingham’s vision and mission.
- This strategy builds on and aims to exceed national participation frameworks and guidance².
- To ensure CYPYA can actively influence all levels of Forward Thinking Birmingham, a variety of engagement methods are included within this strategy to ensure the right approach for each level of influence.
- We recognise that meaningful participation and engagement, where children, young people and young adults have real influence, takes time to develop and embed. Our participation and engagement strategy recognises this and will be implemented over five years. Key milestones for year one are set out in our implementation plan in the appendix. The implementation plan will be reviewed and updated annually.



¹Throughout this document we use CYPYA to refer to children, young people and young adults aged 0-25 years old. Where necessary we refer to specific age groups.

²CYP IAPT principles in CAMH services values and standards “Delivering With and Delivering Well”; NICE Improving Service User Experience in Adult Mental Health: Improving the Experience of Care for people using Adult Mental Health Services; CYP-IAPT 9 Participation Priorities.

Empowerment and Engagement

Children, young people, young adults and parents are actively engaged and involved

Overview

For Forward Thinking Birmingham to be a centre of innovation and excellence, we need to actively work in partnership with children, young people, young adults and parents. To ensure they are actively engaged and influence real change, we need to use a range of approaches.

Coproduction and collaboration:

We need active, supported and empowered children, young people, young adults and parent advisors to work in partnership with us in service improvement, innovation, strategic planning and governance.

Outreach and engagement:

We also need to listen to, learn from and respond to many more children, young people, young adults and parents to ensure their views and experiences underpin and inform change. We are committed to ensuring we are hearing the views of those with and without experience of using our services, young children, and from CYPYA and parents from communities who are underrepresented in our services.

1. Coproduction and collaboration:

Young people, young adults and parent advisors are supported and empowered to actively influence service improvement, innovation, strategic planning and governance

1.1 Think4Brum young people's forums

We will develop two Think4Brum forums for current or previous services users - one for young people aged 11-15 and one for young adults aged 16-25. We will work closely with Think4Brum to ensure they can hold FTB to account and work in partnership with us to influence change in service development, innovation, strategic planning and governance.

We will recruit, train and support young people and young adults to each of the Think4Brum forums. The forums will:

- Meet quarterly and enable young people and young adults to work together and use their collective lived experience of using mental health services to identify ways of improving Forward Thinking Birmingham's services
- Enable young people and young adults to work together on group projects or initiatives
- Train and support young people and young adults to be young advisors. As well as meeting quarterly, our active and empowered young advisors will work in partnership with us in a range of ways in service development, commissioning and governance, including attending FTB board meetings, delivering training to staff or sitting on recruitment panels [see next section for more detail]
- Enable staff from across FTB to attend forum meetings to learn from and work in partnership with young people to coproduce projects or initiatives
- Enable young people and young adults to work closely with other youth forums, including the Hub Squad at Pause and Birmingham Children's Hospital's Young People's Advisory Group

Young Advisor support and development

To ensure all Young Advisors receive high quality support and development, we will:

- Have one-to-one meetings with each young person referred to Think4Brum
- Provide each young person with a welcome pack, which will include the training and development opportunities they can access
- Facilitate on-going communication with all Young Advisors via email, WhatsApp, Facebook and other relevant channels
- Track engagement opportunities to effectively oversee which Young Advisors have been involved in engagement activities

- Record young people's interests, strengths and development goals to ensure we match their interests and passions with opportunities
- Link Young Advisors with professional mentors within FTB and/or partner organisations
- Develop apprenticeship opportunities within FTB to embed our commitment to developing the careers of CYPYA at the heart of our organisation

As well as ensuring young adults have the opportunity to shape and influence Forward Thinking Birmingham we are also committed to developing their skills, confidence and experience to enhance their future careers. We will:

- Develop a mentoring scheme to enable members of Think4Brum's 16-25 group to mentor new group members and co-facilitate Think4Brum 11-15
- Develop apprenticeship posts within FTB to support young people to develop their future career
- Develop a career-mentoring scheme, where Forward Thinking Birmingham staff can support young people to develop their skill, confidence and experience in a range of areas, such as HR or finance

1.2. Parent and Carer Engagement

We value the views and expertise of parents and carers. To ensure they have an active voice, we will work in partnership with parents and carers to identify ways in which we can improve the services we offer. We will engage with parents and carers through:

- The Carers Support Group at Pause
- Engaging with parents and carers of CYPYA involved in Think4Brum
- Supporting hub and pathway participation champions to develop specific support and engagement groups for parents and carers of CYPYA who use FTB services

2. Outreach and engagement:

The views and experiences of children, young people, parents and carers actively informs our service development, innovation, strategic planning and governance

2.1 Outreach and engagement with current service users

We recognise that not all young people will want to become members of our Think4Brum forums. We are committed to ensuring their views and experiences influence and improve the services we offer. We will:

- Visit hubs and pathways to ensure the views and experiences of CYPYA and parents inform our service improvement, innovation, strategic planning and governance
- Collect, review and respond to feedback from the Friends and Family Test and a standardised experience of service questionnaire. This feedback will be collated and shared with individual hubs and pathways, the FTB Board and Think4Brum
- Clearly display young people's views and our feedback in all hubs and pathways, and on our website
- Enable young people to share their views and feedback on our services via the Forward Thinking Birmingham website and social media
- Undertake an annual survey of service users to enable them to inform our strategic priorities
- Hold a biannual CYPYA conference, led by Think4Brum, and open to current and previous service users
- Ensure we hear and respond to the views and experiences of children aged 0-11. We will develop an accessible, child friendly approach to enable younger children to give feedback about their experience of using our services. We will also facilitate outreach engagement with younger children at FTB hubs and with relevant local community organisations

2.3 Outreach and engagement with CYPYA from diverse communities and who do not have experience of using mental health services

We recognise that many CYPYA are less likely to be actively involved in influencing services. We are committed to hearing their views and we will proactively engage with CYPYA who:

- Are underrepresented in Forward Thinking Birmingham
- Are less likely to be involved and engaged
- Do not have experience of using services

To achieve this we develop a network of local community groups, schools and organisations to enable us to facilitate outreach engagement with CYPYA, including:

- Disabled children and young people, including those with learning difficulties, behavioural difficulties and communication impairments
- Looked after children and young people
- Young people in contact with the youth justice system
- Children and young people from black and minority ethnic communities
- Children and young people who do not have experience of using mental health services

Experience of Care

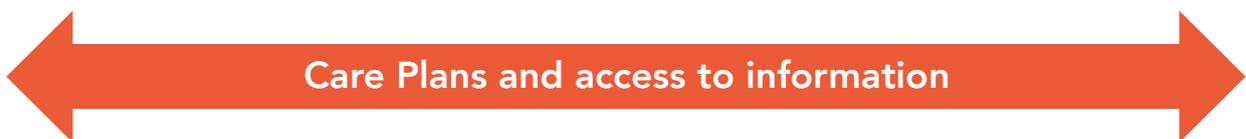
Children, young people and young adults are actively involved in decisions about their care

Overview

The foundation of participation and engagement is ensuring children, young people, young adults and parents experience person-centred care and are actively involved in decisions about their care.

We are committed to continually working to improve experiences of care across all of our services. We aim to have a consistent set of principles that can be used as a framework across Forward Thinking Birmingham. We recognise that how these will be implemented will need to be flexible to reflect the differing needs of CYPYA and in different hubs and pathways. This will enable us to identify and share good practice across our service, as well as identify areas for improvement.

We will build on the Framework for Person Centred Care in CAMHS, which was co-developed with children and young people (Evidenced Based Practice Unit and Common Room).



3. CYPYA experience person centred services and are actively involved in decisions about their care and support

3.1 First steps

CYPYA and parents understand their rights and know what to expect from our services

“You need to know the standard of what to expect or how do you know if it’s wrong? When you first walk through the doors you need a reference point of what it’s going to be like, what to expect.”

CYPYA tell us that accessing mental health services can be daunting and uncertain. We want to ensure all CYPYA who are thinking of accessing our services understand their rights and know what to expect. We will:

- Develop short introductory films for CYPYA so they understand what to expect from mental health support, and our approach to person-centred care
- Develop welcome packs for CYPYA, which include information on their rights and our approach to person-centred care. This will include revising our appointment letters to ensure they are accessible, welcoming and include the information CYPYA want

3.2 Understanding

3.2.1 CYPYA, parents and practitioners work collaboratively to develop a shared understanding of the key issues they want support with

- We will develop clear information for CYPYA and families to ensure they understand what assessments involve
- Outcome measures will be used collaboratively. They will be discussed with CYPYA to develop a shared understanding of the key issues they want support with

3.2.2 CYPYA, parents and practitioners work collaboratively to agree goals

- CYPYA are involved in setting and agreeing shared goals
- CYPYA goals are recorded in their initial assessment

3.3 Choice

3.3.1 CYPYA and families understand what options are available to them for treatment and support

We want to support CYPYA and families to make informed choices about the support they receive. We will:

- Develop information on our website of the range of issues, treatment and support we provide to support CYPYA and families to make informed choices about what will work best for them
- We will develop self-help material and resources on our website to support CYPYA and families
- We will ensure our staff understand what treatments and pathways are available throughout FTB, so that they can explain this to CYPYA and families

3.3.2 CYPYA, families and practitioners work collaboratively to agree what options they will try and how they will work together

We will develop a shared agreement in the care plan to enable practitioners, CYPYA and families to collaboratively agree how they will work together

3.4 Progress

3.4.1 Engagement and alliance

CYPYA, families and practitioners to use session feedback tools to reflect on and review their therapeutic alliance and how they are working together

3.4.2 Symptom and goal tracking

- We will support CYPYA, families and practitioners to collaboratively use session-by-session outcome and goals monitoring to track progress and make changes to the approach as necessary
- We will develop training for practitioners to enable them to use outcome measures collaboratively with CYPYA. This will co-developed with Think4Brum Young Advisors

3.5 Reflection

3.5.1 Endings

We will make collaborative decisions with CYPYA and families to end support or to refer for other support

3.5.2 Information passports

We will develop and use an information passport to enable CYPYA and families who leave our service to hold information about the support they have received to prevent them from having to repeat their story and enable them to remember coping strategies

3.5.3 Experience of service

We want to learn from the experience of all CYPYA and families who have used our service. We will collate and respond to feedback from the Friends and Family Test and a standardised experience of service questionnaire, social media interactions, website feedback, PALS and responses via the Birmingham Children's Hospital feedback app

3.6 Care planning and access to information

We want CYPYA to understand and feel in control of the care and support they receive. We will:

- Work with CYPYA to develop and pilot an accessible paper and/or electronic care plan
- All CYPYA will be involved in developing their care plan
- We will develop training with Think4Brum for our staff on using care plans
- We will work with our supplier to ensure CYPYA can access their data (KPI 4c)



³<https://www.england.nhs.uk/mentalhealth/wp-content/uploads/sites/29/2015/10/cyp-info-passport-child-example.pdf>

4. CYPYA and parents are empowered, engaged and experience an improved experience of care through an online digital hub

"Should have videos on the website so you know what the services are like and what to expect, know where you're going... like what it looks like inside the buildings, some of the people you might meet so you'll feel more comfortable."

"It would be good to see films of other young people talking about their experiences of going to the service. It would help to put you at ease."

"Social media is integrated in our lives. Having a website with videos and self help tips, a social media presence would show us that FTB knows its audience. It would tell us they're a friendly, welcoming service."

4.1 A CYPYA centred website and social media presence to improve CYPYA experience

We recognise the importance of harnessing online engagement and social media to improve CYPYA and families' experience of care. Young people's mental health services are increasingly using innovative web and social media approaches to improve access and patient experience⁴. To be a truly innovative, CYPYA centred service, Forward Thinking Birmingham needs an outward facing website and social media presence for children, young people, young adults and parents. CYPYA tell us that this demonstrates that we are a service that understands them and shows that we care. CYPYA also tell us that accessing services can be a daunting experience – we want to work with CYPYA to develop our website so that it enables them to understand our values, what they can expect from our service, demystify mental health support by hearing from other young people, and gives them tools to help themselves. We will develop our website and social media presence, which will include:

- Short films of young people who have used the service talking about their experiences, to enable CYPYA to understand what accessing our service is like
- Information on the range of issues, treatment and support we provide to support CYPYA and families to make informed choices about what will work best for them
- We will develop self-help materials and resources on our website to support CYPYA and families
- Enable CYPYA and parents to share their views and feedback via online tools and surveys

⁴<http://www.camsden.com> includes information for younger children on feelings and the experience of visiting a clinic using short films and animation.

www.mymind.org.uk from Cheshire and Wirral CAMHS has developed a range of self-help tools, patient stories and advice, and has a strong social media presence.

Fresh CAMHS has developed CAMHS Ready www.camhsready.org, which includes information on what going to CAMHS is like and an interactive online tool to enable young people to plan and develop a checklist of what they want to talk about.

Improvement and Innovation

Children, young people and young adults are actively involved in service improvement and innovation

Overview

We know that the best way to continually improve our services is to work in partnership with CYPYA and families. Our service improvement work will be informed and underpinned by our engagement with CYPYA who use our services and with CYPYA who are underrepresented, to ensure it reflects the views, experience and expertise of a wide range of CYPYA. Our trained and supported Young Advisors from Think4Brum, will work with us as active partners to put change into practice in a number of key areas of service development, including:

- Learning from service user experience and satisfaction surveys
- Staff training, development and appraisals
- Learning from complaints
- Staff recruitment

5. CYPYA are actively involved in service development

5.1 Learning from service user experience

We want to ensure service user experience and satisfaction directly influences and improves our services. We will:

- Collect feedback from the Friends and Family Test
- Collect feedback from a standardised patient experience measure
- Collect feedback from ROMS, social media, PALs and patient stories
- Collate and share feedback with the relevant hub or pathway, the FTB participation governance group and Think4Brum, to celebrate areas of good practice and identify areas for development

5.2 Staff training, development and appraisals

We want to ensure the views, experience and expertise of CYPYA informs our staff training and development. To achieve this we will:

- Work with Think4Brum to co-design and co-deliver training for staff. This will include training on using outcomes measures collaboratively with CYPYA, and training on participation and engagement
- Ensure that when training is not co-delivered with CYPYA, that it is clearly informed by and includes their views, experience and expertise
- Identify, pilot and implement approaches to ensure our service users can contribute to staff appraisals

5.3 Learning from complaints (KPI 4a)

We want to ensure we learn from any complaints we receive. We believe the best way of doing this is in partnership with Think4Brum. We will collate the key themes from complaints and share outcomes of how we have improved the service as a result of these.

5.4 Staff recruitment

We will work in partnership with young people and young adults at Think4Brum to ensure they are involved in all stages of staff recruitment, including:

- Developing job descriptions and person specifications
- Developing interview questions
- Interviewing potential staff

6. Professionals from across Forward Thinking Birmingham are actively involved and engaged in embedding person-centred care and service improvement

6.1 Hub and pathway participation and patient experience action plans

We recognise that different approaches to embedding person-centred care and improving CYPYA experience will be needed for different hubs and pathways to reflect the differing needs of CYPYA and the service area. For example, whilst the principles are consistent, how they are applied in Pause or in one of our pathways will need to be different. We will support our hubs and pathways to use the framework to develop an action plan to:

- Identify the current approaches and good practice in each site
- Enable each hub and pathway to work with CYPYA to identify areas for development
- Enable hubs and pathways to share their good practice with each other

6.2 Participation champions

To support this, each hub and pathway will identify a participation champion, to form a participation champions' network across Forward Thinking Birmingham. To support this, we will:

- Support participants to develop an action plan to highlight current areas of good practice and identify areas for development
- Facilitate quarterly participation champions' network meetings, to share good practice
- Share good practice from across FTB in a regular newsletter
- Set up an email network to enable participation champions to work together
- Develop processes to enable participation champions to encourage CYPYA to join Think4Brum

7. CYPYAs develop and lead innovative projects to improve services and patient experience

7.1 Young people leading innovation

We know that the most innovative ideas come from CYPYA. As well as working in partnership with us to improve our services, we want to put young people in the lead to develop and create their own ideas for improving our services and sharing their experiences with their peers.

We will identify funding to support CYPYA led projects, to enable young people from community organisations and young people within FTB to lead their own projects. The projects will enable young people to:

- Develop resources, such as short films, to help other young people to learn what using a mental health service is like and learn about their rights
- Develop innovative ideas to improve the experience of CYPYA with FTB
- Lead TEDx events on themes of wellbeing and mental health based on FTB work streams
- Support community groups, including local student or youth groups to deliver targeted activities to tackle stigma, improve access and raise awareness of FTB services

7.2 CYPYA actively promote the benefits of a 0-25 service

Forward Thinking Birmingham is a centre of innovation and excellence. The best way to share and promote our learning is for others to hear this directly from the CYPYA who have experienced Forward Thinking Birmingham. We will support members of Think4Brum to promote their experiences and the benefits of a 0-25 service:

- To professionals and policymakers at national conferences, events and forums
- To young people involved in local, regional and national forums

Governance

Children, young people and young adults are actively involved in strategic planning and governance

8. CYPYA actively influence governance and strategic planning to ensure a patient-centred approach to decision making

8.1 Governance and strategic planning

CYPYA will be actively involved in the governance and strategic decision-making of FTB.

- Governance: We will support two Young Advisors from Think4Brum to contribute to the FTB board. The Participation Lead will submit a bimonthly report to the board on participation work and patient voice
- Commissioning: Young Advisors from Think4Brum will be involved in SLA reviews and tender presentations
- Strategic planning: We will undertake an annual/biannual survey of CYPYA experience. The board and Think4Brum will meet annually to review the survey and agree priorities

Implementation

Meaningful participation that has a real, long-lasting impact on services takes time to develop and embed. This strategy will be implemented over five years. The implementation plan for year one is included below. Quarterly progress reports will be shared with the FTB Strategic Participation Group and Think4Brum. Think4Brum and the FTB Board will meet annually to review progress, agree priorities and update the implementation plan.

The following table provides a detailed implementation plan for year one. All participation and coproduction activity and impact will be mapped and collated into an annual report. This report will be shared with the FTB Board, Strategic Participation Group and Think4Brum Young Advisors, who will review and develop a detailed implementation plan for the following year.

The focus for years two onwards will depend on progress made during year one and the priorities agreed between Think4Brum Young Advisors and the FTB Board. However, current aims for the initiation of key areas for development are as follows:

Year 2-3

- Care planning, including the development CYPYA involvement in the review and development of the care planning approach; increased involvement of CYPYA in their care planning; development of tools to support care planning; and training for staff on care planning, co-produced and co-delivered with CYPYA
- Development of a professional mentor scheme to develop the skills, experience and future careers of Think4Brum Young Advisors
- Development of CYPYA led service delivery reviews and inspections

Year 3-5

- Major review of coproduction and participation impact at year 3
- Audit of CYPYA involvement in care planning
- Development of a funding group to fund CYPYA led innovation projects, including an awards ceremony to promote FTB's CYPYA coproduction innovation
- National promotion of FTB's participation and engagement model of good practice to other services

Year one implementation plan				
Outcome	Outputs	Timescale	Evidence of success	Lead
<p>Think4Brum Creation of a strong and robust group which is able to act as a steering group for the service and a springboard to other opportunities</p> <p>i.e.</p> <ul style="list-style-type: none"> Funding Group Support Staff Training Involvement in Recruitment 	<p>CYP recruitment process and materials developed and circulated – Referral form created, posters and leaflets developed. Recruitment video created with existing members of group.</p> <p>Recruitment of young people to Think4Brum 11-15 and 16-25 – Via service referrals and links with other CYPYA organisations such as local schools, colleges and universities and supported housing organisations.</p> <p>Each Think4Brum forum to meet four times per year, plus on-going communication via social media, phone, email etc.</p> <p>Development of a training programme for Think4Brum members including governance, recruitment etc. Focus on supporting young people's involvement in the service and skills for employment and education.</p>	<p>June/July 2017</p> <p>Sept 2017</p> <p>April 2018</p> <p>Nov 2017</p>	<p>Increased awareness of Think4Brum for CYPYA & staff. On-going recruitment to the group to support strong numbers and manage natural turnover of membership.</p> <p>Think4Brum 11-15: 10 young people recruited and attend meetings. Think4Brum 16-25: 10 young adults recruited and attend meetings.</p> <p>Evidence of Think4Brum 11-15 meeting four times per year, including meeting minutes and actions.</p> <p>Training materials developed for young advisors on governance and recruitment. Evidence of training being delivered to Young Advisors. Training attended and evaluation forms completed to support further development.</p>	<p>Bob Maxfield</p>
<p>Participation champions P&E representative for each Hub/ Pathway offering local experience and knowledge. P&E advocate and communication channel to Hubs/ Pathways</p>	<p>Recruit a Participation Champion from each hub and pathway.</p> <p>Participation Champion quarterly network meetings. 1st booked in 9 May.</p> <p>Email network for Participation Champions</p> <p>Regular slots in team meetings for Participation Champions.</p>	<p>Achieved</p> <p>April 2018</p> <p>Achieved</p> <p>Sept 2017</p>	<p>Participation Champions identified from each hub and pathway.</p> <p>Evidence of four Participation Champion network meetings including minutes and actions.</p> <p>On-going discussion and viewpoints sought and provided.</p> <p>Regular reports back from team meeting on P&E topics discussed, with reports delivered at network meetings.</p>	<p>Bob Maxfield, service leads, Participation Champions</p>

Year one implementation plan					
Outcome	Outputs	Timescale	Evidence of success	Lead	
<p>Digital engagement to improve patient experience and engagement <i>Website and digital tools help young people to gain a better understanding of the service, the support available to them and the actions they can take themselves to manage their mental health</i></p>	Develop information on the FTB website around the range of services available within FTB. Ensure that this information includes visual representations through images and/or videos.	Achieved	Positive feedback from regular user research sessions.	Rebecca Anderton	
	Website Development Group to meet monthly to agree and manage on-going content development, including videos, self-help materials and other resources.	July 2017	Agreed content plan for next six months.		
	Young people involved in the development of content for the website.	July 2017	Representation of CYPYA on the Website Development Group.		
	Feedback mechanisms available on the website and social media.	Achieved	Feedback form on FTB website. Review function on Facebook.		
	CYPYA feedback incorporated into digital content development.	July 2017	Relevant feedback reviewed and in Website Development Group meetings and used to inform content plan.		
	<p>Governance <i>Members of Think4Brum actively involved in the governance of FTB including representation in suitable meetings and governance input discussed at Think4Brum meetings.</i></p>	Shared working agreement between FTB partnership and Young Advisors – Agreement on which FTB groups Young Advisors will be invited to and what form their involvement will take. Consideration to be given on time and dates of meeting to ensure Young Advisors are able to attend. Focus on real engagement and involvement, not tokenism.	Oct 2017	Working agreement between FTB partnership and Young Advisors developed and agreed.	Bob Maxfield, Elaine Kirwan, Jo Hemming
		Governance training for Young Advisors. Co-delivered with governance staff. Providing skills and knowledge for active involvement in governance meetings.	Nov 2017	Training developed and delivered.	
		Young advisors represented at FTB Board meetings. Having active involvement in the meetings and seen as an equal partner.	April 2017	Evidence of young advisors attending FTB board meetings and actions received and given.	

Year one implementation plan				
Outcome	Outputs	Timescale	Evidence of success	Lead
Service development <i>Young people involved in the recruitment of staff for the service</i>	Participation statement for all job adverts, job packs and person specifications ensuring P&E and importance of CYPYA's voice is highlighted to all new staff members.	Sept 2017	Participation statement developed, agreed and included in all job packs.	Bob Maxfield HR Lead
	Recruitment training for Young Advisors – Provide training for young people on recruitment skills, including interview skills, enabling Young Advisors to have the skills to be effective in their role and provide skills for future education and employment.	July 2017	Young Advisors represented on interviews.	

Strategy development process

Kate Martin and Bob Maxfield led on the development of this strategy with input from Leroy McConnell and Christina Webley at the beginning of the process.

National best practice in CAMHS and participation and engagement frameworks and guidance were collated and reviewed. These were distilled and used to develop a broad framework of the different levels of participation and engagement to ensure FTB's approach built on and exceeded current best practice guidance. This framework was then tested and populated in workshops with CYPYA and FTB staff, including:

- Front line staff, including Participation Champions
- Management and governance level staff, including Paul Patterson, Damion Begley, Sarah Cresswell, Becky Anderton and Tim Newbold amongst others.
- Service User Focused Workshop with young people aged 13 to 25 including members of Hub Squad & Think4Brum – eight CYPYA & one parent.
- Regular reviews of the strategy development with discussion of possible new developments and adaptations as part of regular Think4Brum & Hub Squad meetings.
- Ongoing informal discussions with young people about how they feel participation and engagement should look and feel as part of Forward Thinking Birmingham – responding to feedback and recommendations.

Get in touch with us

0300 300 0099

forwardthinkingbirmingham.org.uk

 Forward Thinking Birmingham  @bhamforward