

The ICB Youth Council One Year Summary

Impact and Outcomes

Date: July 2024

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Background

The aim in establishing the ICB youth council, is to amplify the voices of CYP whilst supporting them to lead change within the health care sector. The youth council provides CYP with a platform to share their lived experiences, to help shape and integrate their voice into future ICS strategies and service development. This approach provides a platform and the opportunity for CYP voices to be heard on a more consistent basis.

Key objectives include:

- improving opportunities for youth involvement
- providing platforms for sharing lived experiences
- fostering collaboration with voluntary community sectors
- increasing participation and co-production between CYP, families, and healthcare professionals.

To be able to meaningfully understand and address some of the challenges CYP face we need to hear their voices more and involve them as a key stakeholder group, to shape services responsively to their needs and preferences.

Meetings and Recruitment

The ICB Youth Council meetings are held during term time only, from September to July. Young people are recruited as youth ambassadors to represent the voice, views, and ideas of their peers, which can feed into CYP workstreams across HWE ICS. All recruited youth ambassadors serve a minimum of one academic year as Youth Council members.

Youth Council Membership Summary for 2023-2024

Category	Number
Male	3
Female	8
Age Range	12-18 years, or up to 25 for CYP with SEND
SEND/Disability	4
Young Carer	2
West Essex based	3
Hertfordshire based	8
Total Number of Ambassadors	11

The Youth Council's activities and engagements from September 2023 to July 2024

Metric	Total
Youth Council meetings held	7
Cancelled Youth Council meetings	1
Youth Council meeting hours	14
CYP workstreams Youth Council engaged/participated in	8
Completed co-produced projects	2

Feedback Summary from Youth Ambassadors

This section includes feedback directly from youth ambassadors on their experience as members of the Youth Council during the 2023/24 academic year.

What did you enjoy most about being a youth ambassador?

- I really enjoyed my experience as a youth ambassador.
- Being accepted by anyone and everyone in the group. Which meant I felt so comfortable share my experiences, my opinions, and ideas.

What did you enjoy least or find challenging?

- The online meetings as it was less personal, and I felt it was more difficult to speak.

Did you feel adequately supported by the participation lead in your role as a youth ambassador?

- Always! Paul was always very enthusiastic, welcoming, and easy to talk too. Paul made me feel so supported which meant I could do online meetings as I couldn't due to anxiety when I first started.

Would you recommend being a youth ambassador to others?

- Yes, 100% amazing opportunity. Helps confidence and working together too.

For the full feedback statements, (see appendix 1)

The Journey of the Youth Council over the Academic Year 2023-24

In this section, we delve into the Journey and impact that provide insight into the tangible outcomes and effects resulting from the Youth Council's activities and initiatives. All professionals who collaborate with the Youth Council are required to provide feedback on their actions and outcomes by July 2024, the end of the academic year. This includes what they have implemented, and their plans based on the feedback received.

Since the launch of the Youth Council in September 2023, they have directly collaborated with several ICS partners to contribute to CYP workstreams.

Introduction

The academic year 2023-24 marked a significant journey for the Youth Council. The journey began with the completion and submission of youth council applications to the Integrated Care Board (ICB). The first introductory meeting was conducted via Microsoft Teams, involving the youth ambassadors and their parents/carers.

In-Person Induction at ICB Office

- **13th September 2023:** Induction for youth ambassadors in **Hertfordshire**.
- **14th September 2023:** Induction for youth ambassadors in **West Essex**.

Youth ambassadors, accompanied by their parents/carers, were invited to the ICB offices for an in-person meeting before the first Youth Council meeting.

First Youth Council Meeting - 26th September 2023

The meeting, held via Teams, focused on improving communication and engagement between GPs and young people. The Youth Council collaborated with the Patients Association to produce eight short videos aimed at enhancing young people's experiences at GP surgeries.

Feedback:

- The videos were shared with ICS partners, the Voluntary, Community, Faith, and Social Enterprise (VCFSE) sector, and GP practices in Hertfordshire and West Essex.
- The videos are available on the Patients Association and HWE ICB websites, promoting engagement locally and nationally.
- The impact of these videos includes improved youth engagement methods by GP practices and Patient Participation Groups (PPGs), understanding young people's communication styles, and increased youth inclusion in PPGs.
- **Youth Council video links:** [Health views of young people showcased in new videos – Hertfordshire and West Essex NHS ICB](#)

To view all eight short videos aimed at enhancing young people's experiences at GP surgeries. (**See appendix 2**)

Hertfordshire CYP Mental Health Service - Digital Portal Development Workshop

The council provided feedback to website developers on the new Hertfordshire CYP Mental Health Service website, set to launch in 2024.

Feedback:

- The group offered suggestions on the platform's visual appearance, considering various design styles.
 - A simple and easy-to-process design with a purple and white colour scheme was proposed, along with ideas for a logo and a straightforward name.
 - The platform is nearing completion, with user testing ongoing. Further feedback will be given after testing is completed.
-

Second Youth Council Meeting - 7th November 2023

Essex Child and Family Well Being Services: Discussions centred around optimising funding to support young people.

Feedback:

- Campaigns and information distribution have commenced to increase awareness about the effects of vaping, drugs, alcohol, mental health, and eating disorders in schools.
- Strategies include digital and physical promotion using apps, QR codes, and relevant websites pinned on school PCs. Health services are promoted via social media (Instagram, TikTok), assemblies, bus stops, toilet cubicles, school announcements, and homework links.

Hertfordshire Community Trust: Chief Executive Officer Elliot Howard-Jones

Elliot Howard-Jones spoke about the responsibilities of a CEO in a hospital trust and answered questions.

Feedback:

- Elliot supported some youth ambassadors in securing work experience.
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Third Youth Council Meeting – 5th December 2023

An in-person workshop at the ICB Office was delivered by the ICB Associate Director of Development, Leadership, Education, and Culture, focusing on leadership and project development.

Outcome: each youth ambassador received a training certificate of participation from the ICB

To see photo of the training session (**See appendix 3**)

Fourth Youth Council Meeting – 16th January 2024

HBL-ICT Partnership: NHS app: The focus was on increasing the usage of the NHS app among young people.

Feedback:

- Insights will be analysed to identify areas for improvement.
- Youth ambassadors' feedback will be integrated into various projects, including work on digital inclusion.
- Feedback will be shared with NHS app teams, influencing the app's future development and youth engagement strategies.

ICB Healthier Together Website Development and content creation for the young people's pages and a survey on the website were discussed.

Feedback:

- Youth ambassadors reviewed previous young people's pages and co-produced new content for the Healthier Together website. [Health for Young People: Hertfordshire and West Essex Healthier Together](#)
- The co-produced pages are now live, accessible to young people in Hertfordshire and West Essex.
- The website receives an average of 48,000 views per year.

Fifth Youth Council Meeting – 28th February 2024

The council provided thoughts on a new referral form being developed for primary care.

Feedback:

- A drop-in mental health service will start later this year at Ware Mind in Ware town centre, open to all young people aged 10-18.
 - Promotion of the Wednesday night drop-ins will be through social media and schools, connecting to primary care services.
 - A nearby Primary Care Network with a developed social prescribing service will trial a similar approach and provide feedback.
-

Sixth Youth Council Meeting – 17th April 2024

ICB Safeguarding Team: The team sought to capture young people's perspectives on professionals' safety plans.

Feedback:

- Awaiting feedback to be provided by the end of July 2024.

Everyone Active Stevenage: Ideas were sought for a new project, the Young People's Healthy Hub in Stevenage.

Feedback:

- Awaiting feedback to be provided by the end of July 2024.
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Seventh Youth Council Meeting – 24th June 2024

Last meeting of the academic year 23/24

The meeting was held via MS Teams, where youth ambassadors were provided with an overview of their journey and direct involvement in CYP workstreams across the ICS. Information on the next steps for the Youth Council was also shared.

Next Steps:

- The Youth Council members were asked to email the Participation Lead if they wished to participate for a second year. Their names will be added to the list and shared with the ICB team, who will continue this work.
- A feedback form was sent out to all youth ambassadors to be completed and returned.
- A certificate of participation and a summary reference will be sent out to all youth ambassadors.
- The Youth Council's journey over the 2023-24 academic year has been filled with valuable discussions, projects, and feedback that have significantly contributed to the improvement of youth engagement and services within the ICS. We look forward to the continued involvement and contributions of our youth ambassadors.

To view the certificates of participation and a summary reference the youth ambassadors received **(See appendix4)**

ICB Youth Council Demand:

The demand for the ICB Youth Council continues to rise both within the ICB and across the ICS, showing the increasing demand from professionals for young people's involvement in CYP workstreams. This has led to Youth Ambassadors being increasingly invited to attend various CYP boards to provide updates on their work as ambassadors and the Youth Council's activities. Additionally, the wider impact and adoption of our project's methodologies are evidenced by increased demand for the ICB Youth Council and fully booked meeting schedules. The meeting schedule for the 23/24 academic year was fully booked since December 2023.

Benefit:

The ICB Youth Council's collaboration with healthcare professionals brings about several significant benefits to the HWE ICS, particularly in improving services for children and young people (CYP getting services right first time round with involvement of lived experience expertise instead of having to do it again because services do not meet the need of the service user). Firstly, such collaboration ensures that CYP services are more effectively tailored to meet the specific needs and preferences of young individuals. By directly involving young people in decision-making processes, healthcare professionals gain valuable insights into the lived experiences and perspectives of this demographic, leading to more relevant and responsive services.

The partnership between the ICB Youth Council and healthcare professionals fosters a culture of co-design and co-production, where services are developed in close collaboration with end-users. This approach not only enhances the quality and appropriateness of services but also promotes greater trust and satisfaction among CYP and their families. By leveraging the expertise and insights of the ICB Youth Council, healthcare professionals can identify areas for improvement, streamline processes, and optimise service delivery, maximising the impact of available resources.

Involvement:

Since the initiation of the mapping process across HWE ICS in 2022 to identify CYP voice functions, it has been crucial to involve system partners and the VCFSE sector to ensure the inclusion and diversity of youth voices. Through this process, it became evident that there was no consistent platform within health settings for young people to share their lived experiences and ideas, which could inform strategic decision-making. This led to the need to devise a strategy in collaboration with ICS partners to engage with CYP.

This involved delivering presentations to young people to align the strategy with their needs and subsequently working with the ICB safeguarding team to establish appropriate safeguarding processes for the Youth Council before beginning direct engagement with young people, ICS partners, and the VCFSE sector to promote and recruit members for the Youth Council. This has created a consistent platform for young people to collaborate with healthcare professionals and directly influence the development and enhancement of services accessed by young people across HWE ICS. The increased demand for the Youth Council and fully booked meeting schedules since December 2023 demonstrate the success of this initiative.

Funding 2023/24

When the participation lead started back in 2022, there was a budget of **£5,000** to hold participation events and establish a young people's voice platform. The funds were intended to engage young people in various locations, covering expenses such as catering and taxi fares for in-person meetings. Unfortunately, due to financial pressures, the ICB removed **£4,000** from the budget, placing immense pressure on the participation lead to deliver the intended objectives. Nevertheless, the participation lead was able to hold three in-person meetings with the remaining **£1,000**.

Future Funding:

Future ringfenced funding is strongly advised to meaningfully and professionally continue the ICB Youth Council. The cohort of youth ambassadors has provided direct feedback indicating that they would benefit from meeting in person over the next academic year, 2024/25. This will require appropriate funding for catering and taxis to safely collect and return the young people home on the dates that the in-person meetings are held. It is therefore advised that funding is agreed and ringfenced before recruiting the second year of the Youth Council, to help manage expectations from the youth ambassadors, and avoid broken promises and maintain the trust of the young people involved in the Youth Council.

Research on wider system remuneration for youth participation:

The CYP team have undertaken outreach efforts across the HWE ICS and NHSE to gather feedback and examples of how health and local authorities' approach CYP participation. This included assessing whether CYP participants are compensated for their time and efforts. Part of this involved understanding the approach towards compensating CYP participants for their time and efforts, such as examining whether rewards, payments, or other forms of compensation and remuneration are provided to CYP participants for their contributions to decision-making processes, meetings, consultations, or other activities.

By gathering feedback and examples on the approach towards compensating CYP participants, the CYP team aims to identify best practices and potential areas for improvement in promoting meaningful CYP participation across the HWE ICS and nationally.

Findings:

Participation at Mid Essex Early Intervention Service:

The service compensates their lived experience ambassadors at **£15 per hour**. The service states that this acknowledges the value of their feedback, which is crucial for understanding and improving their services. The payment recognises their contributions and ensures that their input on what works well, what is missing, and what can be improved is valued. Additionally, to receive payment, clients must complete mandatory training in safeguarding, information governance, and trust values. This payment structure also addresses the issue that paid work is sometimes valued more than voluntary contributions.

Involvement Lead for Hertfordshire CAMHS:

The service pays their young participants, known as EBEs, **£10 for an hour** of work or any duration exceeding 30 minutes. Payment is facilitated digitally through codes sent to the participants' emails, which they validate to receive compensation. Activities eligible for payment, termed coproduction, encompass a range of tasks such as attending meetings, engaging in artwork sessions, presenting at events, and facilitating training sessions.

NHS England CYP Voice team

National youth/ young people Participation recruitment:

In early January 2024, NHS England opened the recruitment process for all three national participation groups: Young Board Members, the NHS Youth Forum, and the Youth Advisory Network. They stated that young people have a key role in shaping how NHS services are developed, planned, and delivered. The board was to meet every three months to discuss healthcare issues. Young Board Members would work alongside other board members to improve services by sharing their experience and knowledge. NHS England encouraged any young person who was passionate about improving healthcare and had experience using NHS services to apply.

Applications opened in early January 2024 and closed on Sunday, 25 February 2024. The aim was to recruit six young people (aged 13 – 23) to the national Children and Young People's (CYP) Board and 25 young people (aged 16 – 24) to join the NHS Youth Forum.

Key details:

- Young Board Members would directly participate and share expertise and experience to improve national policy and service design.
- Attend board meetings and represent the young people's group at national events.
- Members would work closely with NHS programme teams to develop recommendations on healthcare priorities.
- Create surveys to gather views from other young people across the country.
- Participants would be supported with induction and development opportunities.
- Time commitment: one day per month, up to 18 days per year.
- Involvement payment: **£150 per day / £75 per half day**, in line with the patient and public voice partner payments and expenses policy (**see appendix 5**).

Next Steps:

Having proved the concept and value of the ICB Youth Council, The ICB has now agreed to make this a sustainable programme within the ICB, and the Communications and Engagement team will be taking it forward, and the CYP Participation Lead is currently in the process of handover for a smooth transition, before leaving the ICB in September 2024. In the initial handover meeting on 4 July 2024, it was agreed that the ICB Communication and Engagement Team will provide updates to the CYP Programme Manager, so this information can be provided to NHS E via the CYP Transformation Programme quarterly return. Additionally, they will liaise with Hertfordshire County Council's SEND improvement work to capture the voice of CYP within the partnership of health and education.

Appendices

Appendix 1



ICB Youth Council
member Feedback 23



Pratham
Feedback.pdf



Summer Benson
Feedback.pdf



Abigail E ICB Youth
Council Feedback Fori

Appendix 2



Video Links - ICB
youth council and HW

Appendix 3



Youth Council -
Leadership and Proje

Appendix 4



Blue and Gold Simple
Certificate.pdf



Summary of
Experience and Traini

Appendix 5

<https://www.england.nhs.uk/publication/working-with-our-patient-and-public-voice-partners-reimbursing-expenses-and-paying-involvement-payments/>