

Appendix A

Nottinghamshire Safeguarding Children Board Multiagency Audit Subgroup Access to Services Audit

1. Purpose

This report provides details of the findings from the NSCB multi-agency Access to Services audit.

2. Background

The NSCB Multiagency Audit Subgroup proposed within the 2014/15 audit programme that an audit would be conducted to assess the accessibility of services for young people across NSCB agencies.

A number of recent Serious Case Reviews (SCRs) in Nottinghamshire have reviewed the multi-agency working around young people and as part of the learning the importance of ensuring that as part of all aspects of care, the voice of the child or young person is paramount, including ensuring that services for young people are accessible to them. The previous themed Voice of the Child audit presented to the NSCB in May 2013 recognised good practice across services with respect to hearing a child or young person's voice but provided limited information about accessibility of service for young people.

During adolescence, young people develop a growing autonomy in their choices regarding the services they use. Within healthcare, confidentiality and youth friendliness are the issues that young people state are most important to them, and they are unlikely to access services they feel do not provide thisⁱ. It is likely that they make choices about services within other agencies in similar ways. Within health, the 'You're Welcome - Quality criteria for young people friendly health services'ⁱⁱⁱ was developed in recognition of the importance of making health facilities and the systems they are part of youth-friendly. It was agreed by multi-agency partners that whilst the 'You're Welcome' standards were developed with health services in mind, it was a reasonable expectation that they reflect standards all NSCB agencies should work to.

The NSCB Access to Services audit provided an opportunity for agencies to benchmark their practice against the 'You're Welcome' quality criteria and to contribute to a multi-agency assessment of how accessible services are for young people.

3. Methodology

The Multiagency Audit Team applied and adapted the 'You're Welcome' criteria to devise a thematic audit of selected services across the NSCB, which was agreed by the NSCB Audit Subgroup. The audit was designed to allow those services involved to self-assess how young friendly their services are and to highlight areas for improvement. The audit asked those services to review their provision in the following areas:

- Accessibility
- Publicity
- Confidentiality and consent
- Environment

- Staff training, skills, attitudes and values
- Joined-up working
- Young people's involvement in monitoring and evaluating client experience
- Opportunistic promotion of health and wellbeing issues for young people (*if appropriate*)
- Transition to adult services (*if appropriate*)

Views of young people are fundamental to the ethos of 'You're Welcome'. Consideration of how to involve young people in performing the audit was given but it was acknowledged that further investment in identifying, training and supporting young people would be required. It was noted that the Nottingham Children and Young People's Integrated Commissioning Hub had commissioned a 'mystery shopper' exercise that presented opportunities for future involvement of young people in similar audits.

Timeframe

The audit was carried out between May and July 2014. The audit report and outcomes were reported at the September 2014 Nottinghamshire Safeguarding Board meeting.

Services involved

For this particular audit, it was agreed that each agency lead would identify appropriate services to carry out the audit, with a focus on services for younger people aged 13+.

Agencies and services identified included:

- Health
 - Sherwood Forest Hospitals
 - Children and young people's inpatient and outpatient services
 - Nottingham University Hospitals
 - Child Sexual Abuse Service
 - Young people's 'Complex Care' clinic within Contraception and Sexual Health (CASH)
 - Paediatric Rheumatology Team
 - Nottinghamshire Healthcare Trust
 - Children in Care Nursing Team
- Children's Social Care
 - Assessment Team (South)
 - Looked After Team (15+)

It was considered if Police could audit the service provided to young people wishing to report a crime but due to capacity issues it was decided that it would be more effective for the resources to be used to provide input into the recent Child Sexual Abuse Multi-Agency audit.

Education provided representation at the initial planning meetings and considered if the tool could be adapted for use with youth councils in schools. This proved challenging and the barriers not felt to be something that the audit team could address in time for education involvement in this audit

Audit tool

The audit tool used the 'You're Welcome' criteria as a framework for services to self-assess. The criteria were adapted in order to ensure they were relevant to as many services as possible. The tool asked services to rate themselves on a scale of 'starting out', 'getting there' and 'young people friendly'. Services were asked to provide brief evidence to support their rating e.g. reference to protocols, service information for young people or feedback from

young people. If the rating was 'starting out' services were asked to provide an action to support development in this area.

Multiagency review

On completion of the audit, the audit leads reviewed the individual agency self-assessments to consider the findings, draw out common themes, to make a judgement on the accessibility of services in line with the 'You're Welcome' criteria and consider whether further action was required. The audit leads subsequently prepared their report for further consideration.

4. Results

Services involved in the audit responded to the following questions:

1. Is the service young people friendly?
2. Is there appropriate information about the service for young people?
3. Does the service have clear policies around confidentiality and consent?
4. Is the environment where they are seen appropriate for young people?
5. Are staff trained to support them to develop skills, attitudes and values which are young people friendly?
6. Does the service provide joined-up working for young people?
7. Are young people involved in monitoring and evaluation of their experience?
8. Does the service recognise the importance of opportunistic promotion of health issues?
9. Where appropriate does the service support transition for young people to adult services?

The below details the self-assessed responses:

Service	Audit question								
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
Sherwood Forest Hospitals – Inpatients & Outpatients	Getting there	Young people friendly	Young people friendly	Young people friendly	Young people friendly	Young people friendly	Getting there	Getting there	Getting there
Sherwood Forest Hospitals – Paediatric Rheumatology Service	Getting there	Getting there	Getting there	Getting there	Getting there	Getting there	Starting out	Getting there	Getting there
Nottingham University Hospitals – Child Sexual Abuse Service	Young people friendly	Getting there	Young people friendly	Starting out	Getting there	Starting out	Starting out	Starting out	Starting out
Nottingham University Hospitals – Complex Care Clinic, Contraception & Sexual Health	Getting there	Getting there	Young people friendly	Young people friendly	Young people friendly	Getting there	Young people friendly	Young people friendly	Young people friendly
Nottinghamshire Healthcare Trust – Children in Care Nursing Service	Young people friendly	Getting there	Young people friendly	Getting there	Getting there	Getting there	Getting there	Young people friendly	Getting there

Nottinghamshire County Council –Children’s Social Care (Assessment Team – South, Looked After 15+ Team)	Getting there	Starting out	Getting there	Getting there	Getting there	Young people friendly	Getting there	Getting there	Young people friendly
---	---------------	--------------	---------------	---------------	---------------	-----------------------	---------------	---------------	-----------------------

In summary, 54% of the judgements were rated as 'getting there', 33% as 'young people friendly' and 13% as 'starting out'.

Examples of narrative provided and actions identified by agency leads

The audit methodology required professional judgement to be applied in rating the current status against the standards identified. Leads were asked to provide evidence to support the judgements to provide a more detailed understanding of the findings.

Where standards were rated as 'starting out', leads were asked to identify recommendations for action to address these areas.

Appendix 1 includes examples of comments made, and the below summarises the themes.

1. Is the service young people friendly?

- 4 out of the 6 responses referenced that there was limited flexibility for young people to request the gender of staff, due to demographics of workforce or availability of staff.
- Due to the nature of work, it was not always possible to offer choice of location for young people. This was not always in the control of the service and may also be prioritised by the assessment of risk.
- One response shared details about its children and young people website, which shared information about accessing the service and how to give feedback.
- One response noted that it had a Lead Nurse within the service taking forward implementation of “You’re Welcome”.
- The need to develop information and making this available in different formats was a theme in a number of responses.

2. Is there appropriate information about the service for young people?

- Availability of appropriate information was mixed – only 1 service reported that it had appropriate information, with 2 services reporting that it had information but not in a range of formats. 2 services reported that it was developing appropriate leaflets. 1 service identified that development of child friendly information was needed.
- 1 service noted that it was consulting young people in the design of information leaflets.

3. Does the service have clear policies around confidentiality and consent?

- All services reported that they followed organisational policies in relation to confidentiality and consent.
- Only 2 services referenced that this was made available to young people, though most noted this was discussed with young people in initial assessments.
- 1 service noted that the policy in relation to consent to share information was not always adhered to

4. Is the environment where they are seen appropriate for young people?

- 4 services reported that their environments were young people friendly, with a number reporting specific space for young people or teenagers.

- 1 service reported that direct work with children and families was in child friendly environments but meetings were held in meeting rooms that were not.
- 1 service reported that it was not always in their control to ensure the environment was child friendly.

5. *Are staff trained to support them to develop skills, attitudes and values which are young people friendly?*

- All services reported that organisational training policies including regular training in relation to working with young people. 1 service reported that their monthly training also including feedback from young people.
- 1 service noted inconsistency in practice following an audit, with excellent practice identified in some cases whilst in others improvements could be made.

6. *Does the service provide joined-up working for young people?*

- 3 services reported that co-location supported the delivery of joined up working for young people. 1 other reported good signposting.
- 1 service noted that audits and observations indicated that staff have a high knowledge of local agencies and access them effectively, and there is a high level of multi-agency working during assessment and planning processes

7. *Are young people involved in monitoring and evaluation of their experience?*

- 3 services reported that regular feedback is collected from service users. The 3 other services reported that approaches to capture service user experience were being developed.
- 1 service reported that they regularly consult with the Children in Care Council for feedback.
- 1 service reported that it had supported the development of a service user group which meets regularly.
- 1 service identified the opportunity to work with an existing user group to develop and improve the service.

8. *Does the service recognise the importance of opportunistic promotion of health issues?*

- 3 services reported that health promotion formed part of a young person's assessments. 3 services reported that this was discussed.
- 3 services noted that they did not provide written literature for young people to take away. 1 service suggested that it would be beneficial if health services provided information for the service to share with young people.

9. *Where appropriate does the service support transition for young people to adult services?*

- 4 services reported that transition protocols were embedded. 1 service reported that they were in parts of the service, and work was ongoing where this was not the case. 1 service reported that it did not see young people on an ongoing basis and this was therefore not applicable.
- Services reported good practice in relation to transition. 1 service described its use of a transition check list for young people aged 15+, whilst another identified good practice following audit and observations of practice. 1 service shared that it was developing a care leavers pack, with involvement from young people.

5. **Feedback on the process**

Feedback from those involved in the audit has been generally positive. All agencies agreed that the 'You're Welcome' criteria provided a useful framework for services to self-assess

how accessible they are to young people. However, certain agencies feedback that the nature of their services (which can be “imposed” on service users) made it difficult to assess certain criteria.

Agencies gave feedback that the audit was only undertaken in certain services and may not be representative of accessibility of all services. The reasons for the limited audit sample were multi-factorial. Feedback suggested that reasons for services not wishing or being able to take part was capacity issues with some services stating that the criteria were too extensive; lack of clarity about what would be reasonable to give as evidence of success, including services feeling that current mechanisms to gather service user feedback did not support this, either because the feedback was not detailed enough (e.g. friends and families test) or did not allow feedback to be broken down to that given by users in a particular age group.

One agency lead feedback that the audit had been useful as the service had not previously assessed accessibility to its services in this way; actions identified by the agency lead are already being taken forward.

Agency and audit leads acknowledge that findings are based on agency self-assessment and may not be reflective of young people’s views on accessibility of services. One agency lead noted that it would be challenging to get objective feedback from young people who do not choose to use services.

The audit leads also recognised that the approach used for this particularly audit was less suitable for all NSCB agencies as previously discussed. However, feedback from agencies involved on the approach was positive.

6. Conclusion

The audit findings were reassuring in that in the vast majority of cases services were rated as ‘getting there’ or ‘young people friendly’. Only a small number of judgements were identified as ‘starting out’ and actions to take these forward were identified, of which some are already being taken forward. The assessment of accessibility of services for young people based on the findings of this audit is encouraging.

This assessment needs to be treated with some caution, however. The sample of services carrying out the service is low and has not involved children and young people. Examples of good practice were identified and services demonstrated that they were developing mechanisms for increasing the involvement of children and young people in the monitoring and evaluation of their services.

The use of ‘You’re Welcome’ criteria has generally been appropriate for agencies involved in the audit. However, further evaluation of the tool and engagement with a broader range of agencies and services would be needed before determining if ‘You’re Welcome’ would be appropriate to implement across Nottinghamshire. If this was the case, resources would be required to ensure a coordinated, consistent and sustainable approach is taken.

7. Recommendations

That the NSCB:

- a. Agencies involved in this audit evidence action taken in response to those identified by agency leads
- b. Endorses and promotes the adoption of ‘You’re Welcome’ across NSCB agencies as a tool to improve accessibility of services for young people
- c. Support the identification of resources to implement ‘You’re Welcome’ across NSCB agencies including methods for collecting feedback on young people using services

Appendix 1 – Agency Leads Comments and Actions

Supporting information

Is the service young people friendly?

- Majority of staff are female therefore if young persons want to see a male this is unlikely. Majority attending service report that they prefer to see female staff
- Lead Nurse within the service taking forward “You’re Welcome” criteria
- No choice available for who they are seen by (gender of staff) currently due to staff shortage
- Website for children and young people with a section for over 12s. This has videos showing patient journey into outpatients. Promoted via letter inviting them to clinic
- Opportunity for young person to request a doctor of a different gender
- Due to the nature of work and the need to prioritise the assessment of risk, it is not always possible to include young people in decisions relating to visits

Is there appropriate information about the service for young people?

- Information for young people about examinations but at the moment only for female patients, need to develop one for male patients
- Limited information for young people with learning disabilities, visual impairment and other languages
- Draft version of young person’s leaflet has been taken to children in care council to review and comment on
- Information leaflet in development in accordance to Disability Discrimination Act 2005, outlining service and how it works
- Information available on request i.e. Braille, audio, easy read
- Leaflet being developed around services available for young people
- Information about the service is available on the public website but this is not child friendly and is directed to children

Does the service have clear policies around confidentiality and consent?

- All staff aware of confidentiality and consent
- Discussions with young people about what confidentiality means
- Organisational policies and practice guidance in relation to confidentiality and consent
- Organisational guidance references Fraser Competence including links for further information
- Clear policies and procedures in place, although audit indicated issue of consent to share information not always adhered to

Is the environment where they are seen appropriate for young people?

- Separate clinic for young people, with age appropriate materials and access for young people with disabilities
- Being seen in an alternative setting is not always possible for initial assessment – not always within the gift as a service to influence
- Teenage specific room in general children’s clinic area

- Visits and direct work with the family take place in child friendly environments, but the department buildings and rooms in which meetings take place are not and young people may find them intimidating

Are staff trained to support them to develop skills, attitudes and values which are young people friendly?

- Regular monthly training which includes young people friendly services includes feedback from young people
- Training in accordance to organisational mandatory training policy
- Level of inconsistency related to engaging young people in the process and service. In some cases this is taking place to a high level, in others improvements could be made in practice

Does the service provide joined-up working for young people?

- Colocation with social care and liaison with CAMHS
- Most services colocated which teenagers are able to access
- Audits and observations indicate social workers have a high knowledge of local agencies and access them effectively, and there is a high level of multi-agency working during assessment and planning processes

Are young people involved in monitoring and evaluation of their experience?

- Regular feedback is collected from patients
- Young people have been asked for feedback regarding facilities
- Named lead nurse liaises with children in care council and will take any issue service with like to consult with young people about
- Engage in organisational audits and annually conduct a service user views audit to shape practice going forward, reporting in annual report
- Patient evaluation survey being developed
- Young people have established their own young group "Rheumies" and they meet regularly
- Website gives opportunity to provide feedback and signposts to Patient Advice and Liaison Service (for complaints). Young people friendly posts and postcards asking for feedback
- The organisation has recently developed a strategy to gather the views of young people relating to their experience of services. This is not currently readily available to all young people who have contact with the service

Does the service recognise the importance of opportunistic promotion of health issues?

- No literature to take away
- Named nurse for residential care homes where regular health promotion activities are undertaken
- There are no leaflets available for this and may be more appropriately accessed via health services. It may be beneficial if the services had information provided by health services which could be shared with young people

Where appropriate does the service support transition for young people to adult services?

- Service based in a setting which also sees adults, therefore young people can move into adult services without moving setting
- Care leavers packs under development and hoping to be launched in October
- Patients from age 15 are identified as needing to start the transition process. They are brought into clinic and a transition check list is used

- Some conditions have better transition arrangements than others. Plan to develop pathways across the Trust underway
- Clear policies and procedures in place and case audits indicate these are rigorously followed

Actions identified

Is there appropriate information about the service for young people?

- Collection of information in different languages / formats
- More leaflets for young people that explain general social care services, the roles of social workers, complaints procedure and information relating to confidentiality and consent. Also include information on young people friendly section of website

Does the service provide joined-up working for young people?

- Development of business case for CSA service

Are young people involved in monitoring and evaluation of their experience?

- Working with young person's user group from IMARA to develop / improve service

Does the service recognise the importance of opportunistic promotion of health issues?

- Business case being developed for dedicated service

ⁱ What do you people want from their GP? McPherson et al Br J Gen Pract 1996

ⁱⁱ 'You're Welcome – Quality criteria for young people friendly health services' Department of Health 2011