

Boost



‘Always the Right Door’ Children and Young People’s Mental Health Summit

Report of the Day
25th October 2023



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Always the right door



Our Children and Young People's Mental Health Summit took place on 25th October 2023 in Newcastle upon Tyne.

The aims were to :

- **Explore and overcome** what is getting in the way of people getting support
- **Work out** how to make every door the right door
- **Understand** how our workers can better support people who have been through trauma



This report reflects on the conversations, activities and thinking that took place on the day. It notes the key points at this early stage of learning, growing and improving.



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Always the right door



More information is available at ['Always the Right Door' - Children and Young People Mental Health Summit - Boost learning and improvement community: In the North East and North Cumbria](#)



There is also a [short video](#) about the day to watch

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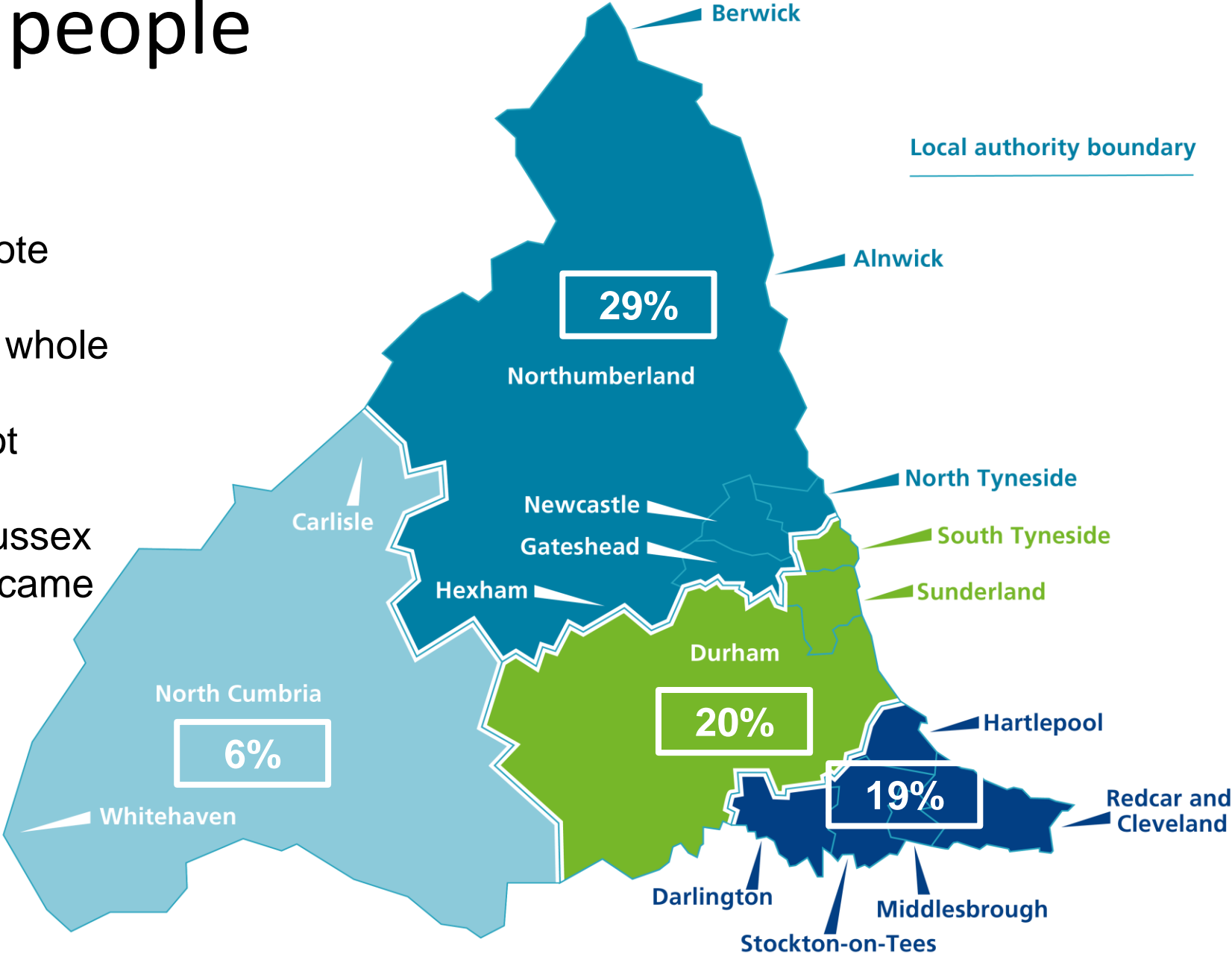


Boost is the North East and North Cumbria learning and improvement community website. You can also sign up to [Boost](#) where there is lots of learning, sharing and good practice. We will share further updates following this event on Boost.

Where were people from ?

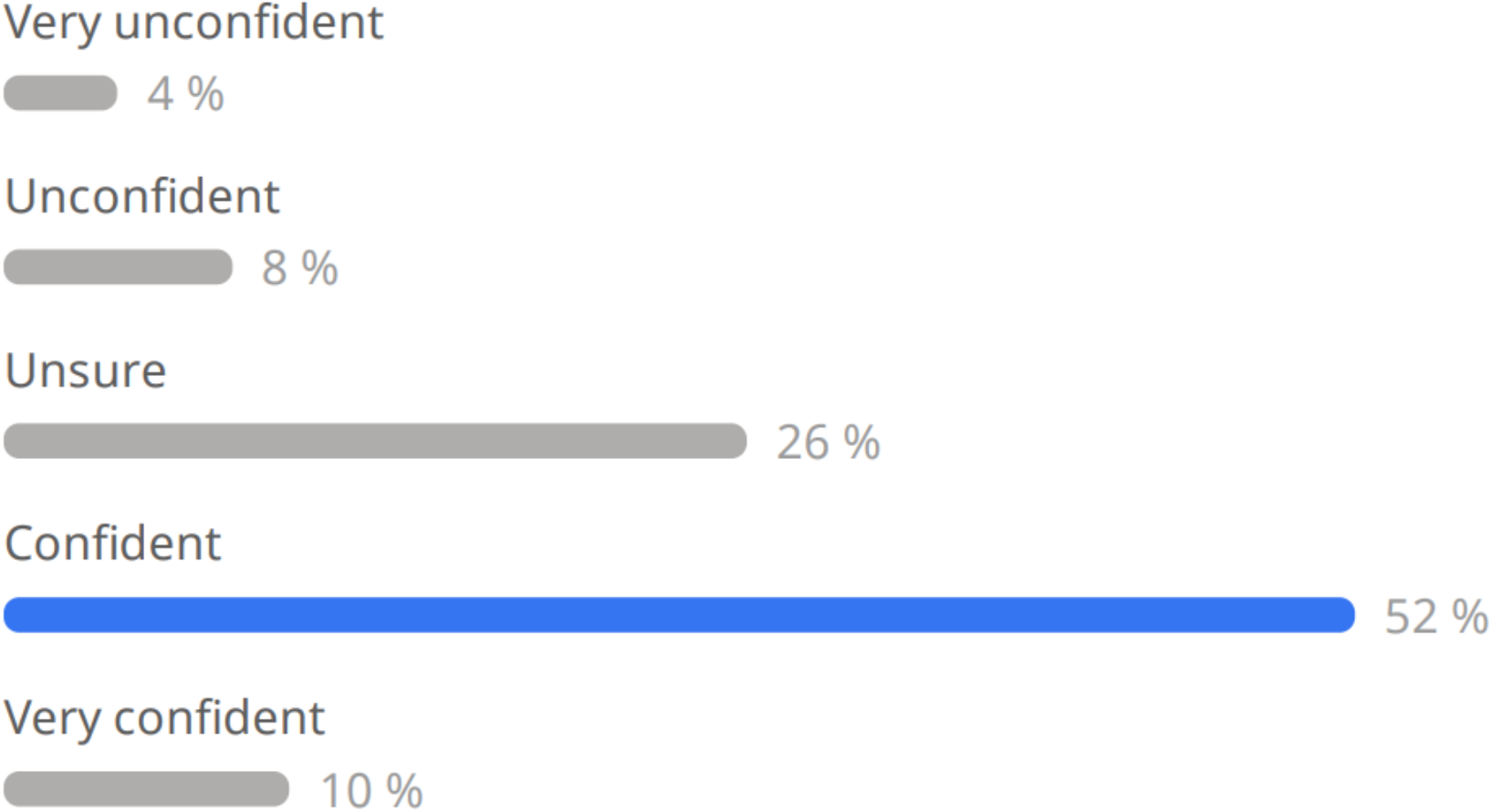
People were asked to vote using a slido poll:

- 24% work across the whole region
- 2% not sure or are not based in the region
- Some people from Sussex London and Canada came to talk about their experience



How confident do you feel that, together, we can improve access to support for children and young people over the next three years?

People were asked to vote on how confident they felt using a slido poll.





Voices of young people and parents

The day started with a video of young people and families. They wanted to share their experiences. Some of the important points they shared included:

Every child matters

Every child and family is individual. Parent voice is not heard

Don't treat children and adolescents as adults

There isn't understanding of the needs of people with autism, or services for them

Parents and young people need to keep asking for help – they're not always heard the first time

There are a wide range of professionals or services to navigate

Get to know young people and families to build trust and understand how to help them. This is needed before decisions are made

It is important to get to know the young person



Voices of young people and parents

There aren't enough resources

There are good people within the system, they need the time to work in the right way and to make change

"I'm hoping that people will start listening to families"

Children's voices should be heard throughout

More talk about mental illness as well as mental health – beyond depression, anxiety and OCD

28 days wait for triage is too long and doesn't account for a rapidly changing situation. A dynamic response that is flexible to new information is needed

Waiting lists are too long, and there is no support whilst waiting. A fortnightly check-in and signposting to services could help

"Thank you for involving us...don't just talk to people with a degree in it, talk to people who have lived it"



Why are we doing this?

People were asked to chat with the people on their table and then describe the problem they wanted to look at – we called this a “**problem statement**”



Why are we doing this?

Problem statements often mentioned similar themes. The main themes are below (with the number of times it was mentioned in brackets):

Fragmented services, resources or lack of partnership (13)

Young people not getting what they need or getting help a way that is accessible, flexible, effective or timely (12)

Children and families have complex / individual needs and services are not shaped around these needs (7)

There is a lack of resource, a large-scale problem, or a risk of services being overwhelmed (6)

There are missed prevention and early intervention opportunities (6)

There is a lack of learning from lived experience or power to influence decisions (3)

Why are we doing this?

Examples of problem statements include:

Huge increase in demand for support, overwhelmed systems, lack of universal and early prevention offer, resulting in children and families' needs not being met.

People's experience is that there were too many barriers, the system is hard to navigate, services are not personalised.

Children and young people are not able to access the right service when they need it, to meet their complex needs, due to a fragmented system.



Panel: our vision for children and young people

Samantha Allen

Chief executive, North East North Cumbria Integrated Care Board

Clare Devanney-Glynn

Parent lived experience

Sally Smith

Associate director lived experience, North East and North Cumbria Integrated Care Board

Wendy Burke

Director of public health, North Tyneside Council

Brent Kilmurray

Chief executive, Tees, Esk and Wear Valley NHS Foundation Trust

Sam Logan

Youth Focus North East

Adam Hart

North East and North Cumbria Child Health and Wellbeing Network apprentice in Headstart, Middlesbrough Council



What the panel raised

- The panel talked about their personal and work experiences. They talked about understanding the issues and their future vision:
- It can be difficult to access services, even when you are part of the system
- We need a proactive, nurturing, strengths focused system
- Services need to be flexible, adaptable and there when they're needed
- Focus on preventing poor mental health and helping early. This is needed in families, communities, schools and more
- We have a great resource in parents, carers and peer support Their lived experience is important
- Young people are always the most important generation



What the panel raised

- Recognise individuality and inequality. We need trauma and neurodiverse informed practice
- Foster strong relationships with the people who mean the most to services
- Get waiting lists down and support people while they wait
- Think about transitions to support people through key developmental stages
- Think about the workforce and the role of the voluntary, community and social enterprise sector
- Involve young people in the decisions that come from this summit
- Key areas are: streamlining referrals, crisis intervention, signposting and assessment that acknowledges the many factors that impact mental health
- Every child needs compassion, help, understanding and professionals who see them in the context of their lives

How might we make improvements?

Each table was asked to write some ‘**How might me...?**’ statements to start identifying solutions to the problems. The key themes were **How might we...?**

Make it easy to get support?	Ensure families, young children and communities are resilient?	Build trust and understanding?
Help people to get to the right support and feel confident they have the right support?	Increase peer support and parent/carer lived experience roles in services?	Ensure trauma informed approaches?
Help people seek support at the right time?	Work together or co-produce?	Identify and remove the barriers?
Ensure personalised and accessible communication?	Use the resources we have well?	Ensure workforce support?

How might we make improvements?

How might we...?

Communicate what support is available?	Support transition?	Reduce the postcode lottery- without losing flexibility?
Ensure there is early intervention?	How do we make every contact count?	Support the whole family?
Commission differently?	Support people who are waiting?	Use technology?
Make services more person centred?	Ensure we have inclusive, creative, positive services?	Fully understand the population and barriers to access?
Join services up and strengthen partnership working?	Improve system communication?	Improve sharing of good practice?

The world café

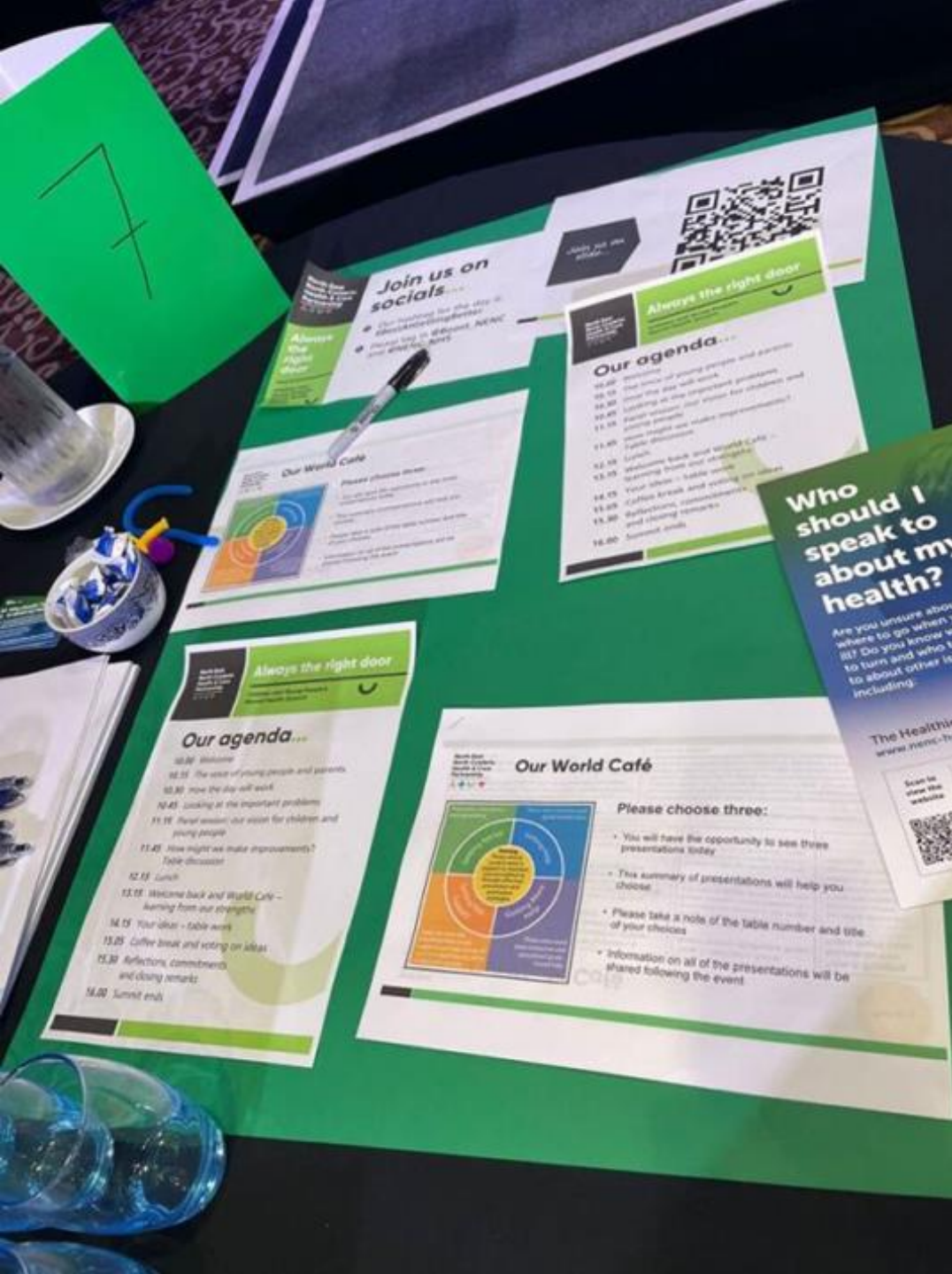
- The world café was about sharing good ideas and different ways of working
- There were 25 different examples
- People chose three examples so that they could learn about what was working well
- People hosting the world café got a lot from the day, as well as the people attending their tables:

“Excellent example of the voice of the child”

“Using the resilience approach/asset based approach is really effective.”

“Inspiring and unique with added whole family support!”

“Always great to hear about young children getting access to the arts.”



World Café examples

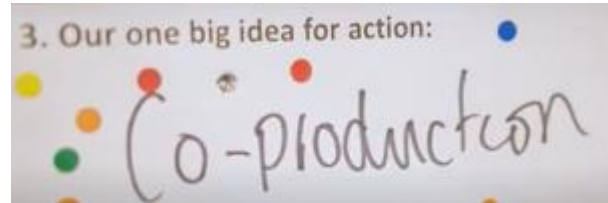
1.	Mental Health Charter Mark – Sunderland	14.	i-Rock Sussex support & advice for young people
2.	North Tyneside – a strategic approach to children and young people's mental health	15.	LINK Children and Young People's Social Prescribing service
3.	Advantage Mentoring Programme	16.	Head Start champions & resilience framework
4.	Engaging Schools - Durham Public Health	17.	The Windmill Trust - Creative therapy
5.	South Tyneside Young Health Ambassadors	18.	Using the whole i-thrive model in County Durham
6.	Learning from another country: Children & young people's mental health in Saskatchewan, Canada	19.	Supporting Systems and Staff to be Trauma informed
7.	Hartlepool Young People Social Prescribers	20.	Stockton Looked After Children Team- Tees, Esk & Wear Valley
8.	STAR – The child health and wellbeing network with Tin Arts	21.	Stomping Grounds trauma informed support
9.	Tackling Inequalities – Youth Mental Health First Aid	22.	Embedding trauma informed support for integrated care through clinical psychology
10.	Empowering parents and carers through training	23.	Rapid Response Service in County Durham
11.	Multi-disciplinary consultation in Sunderland	24.	Thinking differently about workforce in Newcastle and Gateshead
12.	Young People First – North Cumbria	25.	Trusting Hands and Future Focus Service
13.	The Book of Useful Stuff - Gateshead		

How might we...? To Ideas



- People were then asked to choose a ‘How might we...?’ statement that they wanted to help solve
- They were asked to draw eight ideas for solutions
- The table then looked at possible solutions and chose 3

Dotmocracy



- The ideas were displayed
- Everyone voted for their priorities with three sticky dots
- There were five 'big ideas' that were identified as priorities, they were the ideas with the most votes



Peoples' Priorities

- More integrated teams and posts across sectors to include the voice of children and young people, families and carers (46)
- Young people lead and design services involved in commissioning process and deciding how best money should be spend (43)
- Commitment to understanding the individual in their context, instead of focusing on diagnosis (38)
- While you are waiting family hubs (35)
- Coproduction including children, young people and families in the redesign of the system based on need (28)

Commitments

As the day came to a close, we heard from some senior leaders across the system about their commitments:

Levi Buckley

Executive area director for North (Mental Health Portfolio)
North East and North Cumbria Integrated Care Board

Professor Sir Liam Donaldson

Chair,
North East and North Cumbria Integrated Care Board

Lisa Taylor

Health and wellbeing director
Voluntary Organisations' Network North East (VONNE)

James Duncan

Chief executive,
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Rajesh Nadkarni

Medical director,
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Cath McEvoy-Carr

Director of children's services and chair of association of directors of children's services, Newcastle City Council

Commitments

- "My commitment is to work with you every day...Let's try things out, and let's make a difference. We'll make mistakes, but we'll get better." (James Duncan)
- "My commitment is to keep coproduction at the heart of what we do - telling us if we're achieving what we need to." (Levi Buckley)
- Commitment to work with colleagues and take what we've done today, and then push it forward into actions that will support children and young people in our communities. (Lisa Taylor)
- I will try my utmost to see we're doing our best, so children have the best start in life. I want to see tangible change from today. (Rajesh Nadkarni)
- Pledge to multi-agency working, challenging barriers, removing the 'front door' and working with children, young people, families and carers as equals. (Cath McEvoy-Carr)
- Pledge to ensure lived experiences drive everything we do – planning, design, delivery and evaluating progress and experiences. (Professor Sir Liam Donaldson)



Thoughts from the day

Participants were asked to say what they would do as a result of the day. The most popular commitments were:

- Involving children, young people and families, focussing on being needs led, co-producing and advocating (56)
- Building connections, networks and sharing good practice (15)
- Supporting more joined up work or system level solutions, including the voluntary, social and community sector (15)
- Developing, improving or learning more about trauma informed approaches (12)

What will you do as a result of this?

Strive to include children, young people and families in redesign of services

Promote a trauma informed approach and trauma informed care

Find out what I can do to support driving this forward. We all identify the same problems and seek the same solutions

I will put people and their families first. I will listen

Involve all partners and stakeholders including those with lived experience

Commit to co-production with families and young people at all stages

Support children, young people and their families while they are on a waiting list

Talk about my mental health more openly



Our Next Steps



- Develop a plan to deliver our ambition of a Trauma Informed North East and North Cumbria
- Take stock of all the routes we currently hear from children, young people and families and ensure this learning is utilised in the commissioning process
- Coproduce the next stages of the design sprint (Build and Test) with children, young people and their families
- Work together to identify opportunities to integrate roles and teams across all parts of the system, including maximising the benefits of the family hubs
- Provide space for passionate people to come together to learn, share, develop ideas and best practice to drive improvement and transformation



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Thank you

To our people involved in the design, operational support and evaluation of the day:

Helen Bevan, Annie Laverty, Suzanne Hamilton, Kate O'Brien, Chris Affleck, David Gardiner, Michelle Trainer, Jennifer Illingworth, Aileen Boulton, Suzanne Howes, Shirley May, Heather Corlett, Louise Dauncey, Adam Hart, Natalie Greaves, Donna Garvey, Marnie Caden-Lambert, Eva Caden-Lambert, Liam Johnson, Christopher Akers-Belcher, Angela Kennedy, Darren Ankers, Emilia Soulsby, Wendy Kelly, Philippa Thompson, Maria A-Quinn, Felicity Shenton, Kate Ward, Tim Diggle, Aisling Martin, Jo Whaley, Kirsty McNally, Jamie Todd, Elaine Barclay, Sarah McKellar, Alastair Railton, Anisah Sharmeen, Abbie Mulgrew, Kathryn Grayling, Karen Kirk, Ashley Eaton, Jade Whitehead, Steph Edge, Janet Walker, Suzanne Helm, Caroline Wills, Katie Thompson, Jennifer Hicken, Tracy Smith, Anna Davidson, Hamid Motraghi, Laura MacArthur, Aisling Martin, Jamie Mackey, Sarah Coughlin, Narissa Coulson, Katie Watson, Beth Jones, Lynne Howey, Ruth Andrews, Angela Kumar, Gail Balance, Sam Logan, Erin Harvey and Greta Brunskill

