

Audit of, and Messages from consultation work carried out in City of York 2004 – 2006

Completed by Yor-OK Involvement Sub-Group May 2006

Next update October 2006

Summary and conclusion:

A number of clear messages emerge from this audit:

- A lot of work has been undertaken to ascertain the views of children and young people – and this is an area of work that continues to be taken seriously in the city
- The system for collating this work is developing well but is not yet complete
- Several major consultation exercises are underway - results from this work will be available in the coming months (Targeted Youth Support, One Stop Shop, Children's Centres)
- Children, young people and parent are keen for their views to be heard - this needs to be an ongoing process. Even if the results of further work is a confirmation of what is already known, the process has benefits in itself. There needs to be a number of different ways of achieving this.
- Information sharing is desired by children and young people but with strict controls
- There is a desire for learning through peer support and mentoring in a number of different ways (In education, in the care system, in mental health)
- In a number of service areas there is a need for greater explanation to young people of what is possible - and what is not. For example in schools about policies, in the health arena about confidentiality
- In services one size does not fit all - services need to be tailored to need and situation of young person
- Bullying remains an issues (despite some improvements) not only in schools but in the community
- Young people in the most vulnerable groups want to be able to access the mainstream (ensuring that the mainstream has been set up to cater for their needs) but there is still a need for specialist support
- A listening culture is needed to promote diversity and acceptance of difference
- Young people with mental health issues find communicating with staff - both tier one and more specialist - difficult
- More after school activities are needed - especially for children and young people with more particular needs
- A number children and young people of all ages want more opportunities for volunteering and to help others

Source of Information	
Aim of consultation - method	Contact details of people carrying out work
2005 C and YP Plan Consultation - exercise with schools councils and focus groups of vulnerable children, young people	Children's Trust Unit/Institute for Citizenship/Youth Service
Choices in Sure Start York activities.	Sure Start York
Development of a participation strategy for care leavers.	Pathway Team
Development, planning and evaluation of services for care leavers	Pathway Team
Best practice in Inclusive Education Practice. Consulting pupils to gather views on their understanding of inclusive educational practice in their school/college.	PACT – LEA
Identification of barriers to accessing sexual health advice from GPs	Teenage Pregnancy Strategy
Identify issues that affect young disabled people, especially relevant to transition	PACT RAP group
Newsletter	Nightstop
Primary School Council Conference - 2006	Children's Trust Unit – EDS
Survey into level of satisfaction from school holiday scheme.	PACT
Secondary School Council Conference - 2006	Children's Trust Unit – EDS
York Independent Living/Traveling Skills	Commissioned by LCCS/PACT
One stop shop consultation-	York Youth Service
Research into activities wanted by young people	York Youth Service
Mental Health user feedback group.	York Youth Service – YES
Young people's input into 14-19 strategy	York Youth Service -Learning Without Walls
Young people's view on equalities provision	York Youth Service
Selecting a Children and young people's Champion	York Youth Service – EDS
£25k fund	York Youth Service – Play Service
Young people's experiences of sexual health services	York Youth Service
Report on integrating services for disabled children and young people	Commissioned by Children's Trust/SPRU
Bullying Questionnaire	LCCS/MIS
Parent survey - satisfaction with schools -special and PRU	LCCS/MIS
Parent survey - satisfaction with schools	LCCS/MIS
Evaluation of Schools Out	Play Team
User evaluation of CF Projects	Children's Fund
Teenage Pregnancy Conference	Teenage Pregnancy Coordinator
Views of young carers	Young carers Project
Pupils views on Drugs education	LCCS/EDS
Leisure Audit for Disabled facilities	PACT

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Safe	Healthy	Enjoy and Achieve	Positive Contribution	Economic Well-Being
Peer mentoring scheme needed for those in care system - ex care leavers support younger care leavers	There are barriers to accessing sexual health services - Unfriendly staff - Difficulty in getting appointment - Confidentiality - Waiting room - Gender/age of GP	Fair, equal and consistent treatment by teaching staff.	Care leavers need to have their view heard (newsletter - Reference group - Attending national conferences - Exit interviews)	Young disabled people need good, accessible and local information to give them opportunities to lead the lives they choose
Peer Support - for young people with mental health issues You even like meeting other young people who are going through the same thing as you. People with optimistic stories who've ended up here in various ways.	Young people don't feel teachers are able to help/ support them around mental health issues	consistenP:\COMMSE~1\GROUP\CHILDR~1\Group\Involvement Group\database\Audit - word version.docP:\COMMSE~1\GROUP\CHILDR~1\Group\Involvement Group\database\Audit - word version.doct approach to peer support in lessons.	Disabled people need to be consulted about changes to physical environment to avoid inadequate changes.	People are the key to getting good information backed up with information in other formats.
Ensure proper sharing of information with relevant people but be aware of confidentiality	At transition - The referral process to adult mental health services can be problematic for young people.	Young people would like to be more involved in shaping the education we receive.	Need to be a dedicated participation worker for those in care system	Young people would like more information about careers, through one to one interviews and increased options to do work experience at more than one point.
24hour mental health counselling line. You can ring them whenever you feel down and they cheer you up. You are even on their database so when they answer the phone they know exactly who you are. You don't have to start your story all over again. Cos telling your story over and over makes you numb and that was the problem in the first place.	Bullying in schools impacts immensely on some young people's mental health.	Improve the approaches to transition in schools (development of partnerships with Connexions) - especially between school and college and work	Providing information about what is on offer is seen as being important in encouraging BME young people to access provision.	Young people think that there are opportunities to improve the advice and support given by adults in schools.
Ensure all service providers are safe and have CRB check	Educate children of stress management	improved access to after school activities for disabled yp - by improving transport	Young people from BME communities also indicated that running a specific BME group would encourage them to access provision.	Some Young Adult Carers may want to be carers and not in education or employment

Involve yp in interviews for new staff.	YP with mental health issues were concerned about confidentiality and how breaking that would lead to increase worry for parents and prevent them having places to talk about their concerns	Pupils' respnd better to praise and reward	Need for education in schools and youth provision to combat anti-homophobia	Young carers -Attend Uni or college more difficult because of the need to be near home or to get back home quickly. Transport - means and expense - Someone to replace the carer. (Suggestion bursary's and emergency funds)
Young carers need a variety of support/ activities/ small groups & large groups	Having someone available for children to talk to about mental/emotional well being	schools need to develop a transparent culture which is clear that bullying is not acceptable	Need for information - Carers Centres should advertise around schools, colleges, uni's	more jobs and more help for getting jobs for teenagers
Referral staff to be knowledgeable of all relevant services (in context of 'Nightstop)	Health concerns about dog poo, accidents in playgrounds, drugs litter	Schools need to promote diversity -There is a link between being bullied and being different in any way	CYP want easy ways to get points across to the council	Need more financial educations
Make sure service is suitable for young person (Nightstop)	water available at all times in schools and classrooms.	some strategies to combat bullying do not seem to have worked eg safe havens	CYP Champion- the preferred avenue of communication for this post is in person, via meetings and events. But wanted a profile through the media	cheaper bus fares
Need for services to be tailored for individual - awareness of individual needs eg Respect, Space, Vegetarians	more after school sports and activities	separate rooms for people who misbehave at playtimes was seen as a good thing.	CYP voices heard in schools need ways to make views count eg school councils, in Youth Service and in politics	
Need for wide understanding of drug issues	Almost half of pupils report exercising 60 minutes a day, with more boys than girls reporting this.	Make it easier to particpate in educational reviews	Yp welcomed the opportunities to meet with share ideas and discuss issues with pupils from other schools	more places to help people get the job they want –
Most respondents agree that they receive good support from Community Services but 21% disagree - 16 to 17 year olds are particularly likely to disagree	Homework, tests and SATs are sources of worry for some children.	Pupils need to be more aware of policy and practice in schools as lack of clarity leads to unrealistic expectations - unfairness eg role of TA's eg. accesible info in home school contracts	More communication between city councillors and young people	
23% of respondents think a lot of improvements are needed to their care - 40% think some improvements are necessary - 38% of respondents are happy with the care	Bullying major concern for cyp	Promote a listening culture within schools by increase opportunities for pupils to express their views & opinions.	Concern whether school listens to my child's views and takes them into account (2.24) - Special schools this not seen as issues - though more positive for older age group	

three quarters of respondents (74%) know the name of their Social Worker. This knowledge is even higher among looked after children (88%).	Being called names continues to be the most prevalent form of bullying reported by pupils, this is followed by having rumours spread about them and being hit or kicked.	More after school activities	Concern whether school seeks the views of parents and takes account of their suggestions and concerns - Special schools this not seen as issues	
58% of respondents think things have got better since they started to receive help from Community Services. 30% of respondents think things have stayed more or less the same and 12% think things have got worse.	Classrooms and corridors continue to be the most commonly reported location of bullying behaviour. There continues to be an increase in bullying behaviour reported on the playing field.	Out of school activities needs to tailored to needs of young people especially those with special needs		
	fewer than ten percent of pupils reported avoiding school as a result of bullying they were experiencing. However slightly more girls than boys reported avoiding school.	Activities young people would like to participate in are: ski/ snowboarding, trampolining, swimming, graffiti, badminton and tennis.		
Fear of Crime and anti-social behaviour a major concern	Need for interventions to be seen- Rise in number of pupils who report not knowing whether or not a teacher has intervened in bullying behaviour.	Free open access activities in the community are much in demand	Almost half of pupils report undertaking some voluntary work or fundraising activities with more girls reporting this than boys	
Be safer on the street through more lighting, Police and CCTV			Written information, in particular notices and signage within public buildings need to be clearer for people with a learning disability.	
CYP need to be able to travel safely	better smelling cleaner toilets in schools		More and better info for young people	
Bullying outside school, mainly involving older teenagers.	Need to be able to eat healthy in schools	Young people would like access to a broader range of subjects; would like to go to different specialist schools in the City to do this.		

Concerned about road safety, and concerns about traffic particularly near schools and safety on cycle tracks	Fewer than 10% of pupils report eating the recommended five portions of fruit and vegetables a day, and there was little difference between boys and girls. More boys than girls report 'never' eating the recommended portions.	Young people like learning to be practical.	Most respondents agree that their Social Worker listens to them when making decisions about their care but sizeable minority (21%) disagree	
	Fruit could be sold in school tuck shops or be free.		Just under half of respondents (48%) have been asked by Community Services how they feel about the care and support they receive. Female respondents (60%), those supported in families or independently (69%) and 13 to 15 year olds (64%) are particularly likely not to have been asked this.	
	Fitness mediators in schools encouraging exercise and active games during playtime	lack of provision in more rural locations and the difficulties with transport (buses in particular) and getting into the City to access existing city-wide provision.	Choice about the type of care and support - 23% of respondents 'always given a choice' - 43% 'sometimes given a choice' - 35% not given a choice	
		Are specific transport issues for disabled young people to access leisure	Half of respondents would know how to make a complaint about Community Services - Children supported in families or independently (62%) are less likely to know how to	
		Improvements to public venues can be made at a minimal cost to ensure greater safety to disabled people accessing services		
		There are accessibility issues re: municipal swimming pool and the availability of audio in cinemas and theatres		
		Disabled yp very aware of potential vulnerability when accessing community activities	Support for recycling	
		Needs to be supportive staff for disabled yp to access leisure opportunities	More support for fair trade	

		Tutors, and front line staff in Education should be more aware of Carers/ Young Carers	Opportunities to take part in voluntary work for organisations - even in primary schools	
		The arrangements for my son or daughter to settle in when he or she started at the school were good (89%)	Opportunities for peer support - pupils from older years playing/teaching with the younger years	
		My child likes school (90%)	CYP would like opportunities to support older and more vulnerable people	
		Staff expect my child to work hard and do his or her best (93%)	Tackle prejudice towards young people	
		Concern whether there is a good range of additional activities such as after school clubs (12%) especially at 'Special schools'		
		Concern whether school staff explain how to help child at home (11%) Special schools this not seen as issues		
		Concern whether kept well informed about how my child is getting on at school (11%) Special schools this not seen as issues		
		Concern whether school deals effectively with incidents of bullying (2.24) Special schools this not seen as issues		
		Staff attitudes to disabled young people can be variable - Past experiences of young people feeling they have been treated unfairly at one centre when not known compared with positive attitudes when known - need for further investment in customer care and awareness raising.		
		Concerns from secondary schools councils about toilets - vandalism but also restrictions on use of toilets		
		Transport - moving from 'private to public transport - only one person was still worried as he was mugged whilst waiting for a bus. However, this person is still determined to travel by bus again.		

		Young people stated that their worries stopped as they have "got in to a routine so I don't miss the bus" and another stated "my friend gets the same bus as me, this makes me a lot happier - YILTS		
		Parents / carers and even by those whose sons / daughters who have yet to make the full transition from travelling by taxi to bus, have highlighted how this project has further developed their sons / daughter independent and living skills.		
		Children and Young People enjoyed - lots of choice - meeting up with friends - learning new and different things - fun and excitement - Lots of sports like trampolining More arts and craft, drama and outdoor activities		
		Opportunities for more varied out of school activities		
		Allowing girls to play a more active role in football		