

Barnardos CAMHS User and Carer Participation Service
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Annual Report
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UR VOICE

**HELP SHAPE THE FUTURE OF YOUR
CHILD AND ADOLESCENT MENTAL HEALTH SERVICES**

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INTERVIEWS TEXT

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Designed by UR VOICE,
young people's advisory group.

LEEDS CITY COUNCIL

East Leeds NHS
Primary Care Trust

Barnardo's
YORKSHIRE
GIVING CHILDREN BACK THEIR FUTURE

Written By Nicola Swales, CAMHS Participation Worker

2004/2005

CAMHS User and Carer Participation Service.

Working to encourage and develop the participation of users and carers within Tier 2-4 Child and Adolescent Mental Health Services.

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Introduction CAMHS User and Carer Participation Service

Working to encourage and develop the participation of users and carers within Tier 2-4 Child and Adolescent Mental Health Services.

The service began in June 2004 with the employment of a Participation Worker. This post responds to many new governmental directives and legislation directed at the Child and Adolescent Mental Health services and other Children's services to be participative in their design, evaluation and planning processes.

The remit of the post is Leeds City-wide across Tiers 2-4 consisting of 10 CAMHS teams and the Leeds Teaching Hospitals Trust Paediatric Psychology team as an additional focus requested by the Strategic Development Group for CAMHS. It is an extremely innovative piece of practice both regionally and nationally, exploring the development of a new way of thinking and working for some of the CAMH services. The post is here to affect the culture of CAMHS in the way that children, young people, parents and carers are involved, have a say and are treated. The participation service works in line with and promotes current participation legislation such as the United Convention of the Rights of the Child and the CYPSP Leeds Participation Charter.

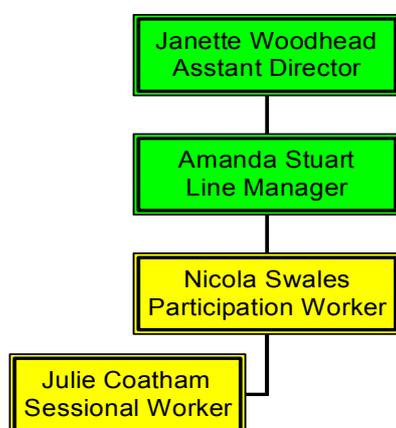
Over the year the service has been running the participation worker has:

- Built up a support network of professionals from a wide range of services including Barnardos, CAMHS and CYPSP .
- Recruited an ex Barnardos user as a sessional worker.
- Instigated service wide initiatives and encouraged individual team activities,
- Delivered Participation Training to CAMHS link workers.
- And set up a young person advisory group made up of potential, ex and existing service users known as 'UR Voice'.

In this short space of time the service has attempted to achieve a great deal, no more so important than raising the awareness of participation within CAMHS. There are many plans and initiatives for the future all with the aim for participation to be sustainable within CAMHS at the end of the two years contract.

Organisational Structures

Organisational Chart:



Contact Details:

Nicola Swales - CAMHS Participation Worker

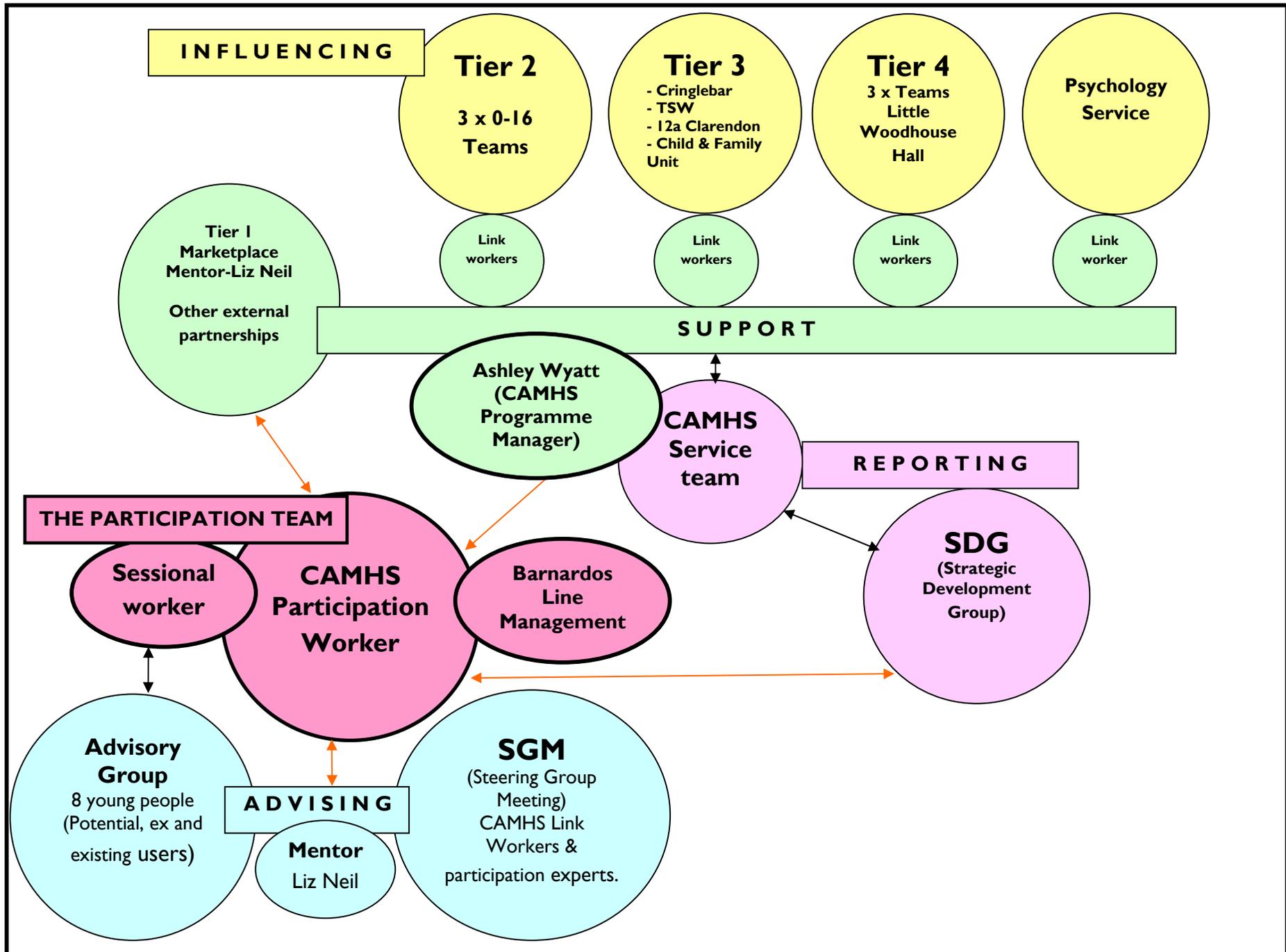
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Green - Barnardos management.

Yellow- Direct Contact with CAMHS

PARTICIPATION SERVICE STRUCTURE AND RELATIONSHIPS



Service Aims and Objectives

The service aims to encourage the participation of users and carers in the design, delivery and planning of the Leeds Child and Adolescent Mental Health services. It is the role of the Participation worker to:

“Put in place structures that will integrate user involvement into the day to day operational and strategic activities within the Leeds CAMH service...both at individual and strategic level.”

This is being achieved through the following objectives:

- To complete an audit of current participation structures and work within CAMHS regionally and nationally.
- To provide training to CAMHS professionals on Participation.
- To develop a plan for building structures for participation within the Leeds CAMH Service.
- To put in place structures for seeking the views of individual service users and carers on services they receive.
- To demonstrate that these structures work by undertaking a small number of consultation exercises amongst both users and carers in conjunction with CAMHS staff.
- To put in place structures for users/carers to influence service development, services generally, and to develop structures to provide feedback to users and carers.
- To demonstrate that these structures work by undertaking at least one consultation exercise around an aspect of the Leeds CAMH Strategy.
- To further develop the ‘culture of participation’ within CAMH Service teams by putting in place ongoing structures within teams to ensure that this is sustained.

Many of these objectives are being achieved such as delivering training, completing an audit, running a consultation (Youth On Health) and the development of participative structures to seek the views of users and carers (Viewpoint). Despite these achievements there is still a long way to go to achieve sustainable and operational structures of participation within the CAMHS services.

It is important to recognise that Participation is an ongoing and evolving process which demands that initiatives, structures and models be revisited and adapted on an ongoing basis and in line with feedback and reflection. It is therefore the additional role of the participation worker to pass on the skills and promote a commitment, enthusiasm and understanding for this organic process so that CAMHS can continue evolving participation after the time limited Participation Worker post has ended.

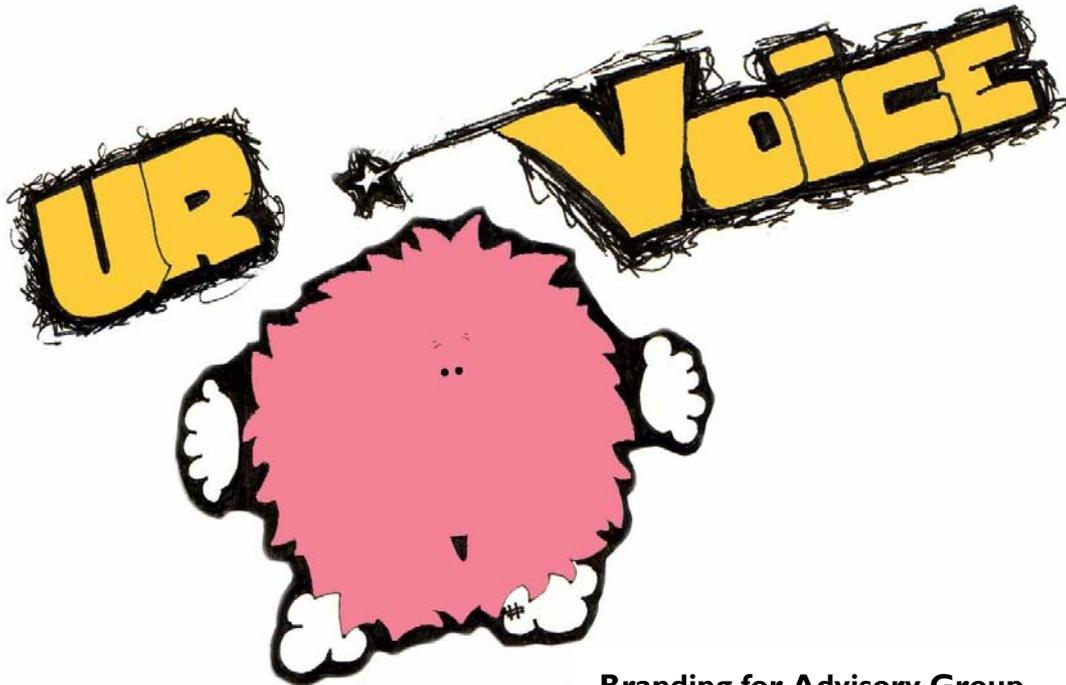
Funding

The Participation service is commissioned by the East Leeds Primary Care Trust through funding from Leeds Social services CAMHS ring fenced monies and is overseen by the CAMHS Programme Manager – Ashley Wyatt.

Barnardos was given a budget of £90 000 for two years to host and run the participation service. This budget has been divided into relevant categories such as:

- Salary costs, providing CAMHS with a full time dedicated Participation Worker, support from a Sessional Worker for group work and one off payments for administration.
- To commission a service wide internet based questionnaire through Viewpoint.
- To provide recognition and benefits including the possibility of accreditation and payment for an advisory group of young people.
- To promote accessibility through publicity and printing costs.
- To disseminate learning through conference and training costs.

The budget has provided the service with many exciting opportunities which have definitely added and will add value to the CAMH Services no more so innovative and valuable to CAMHS than the existence of UR Voice young people advisory group.



Branding for Advisory Group

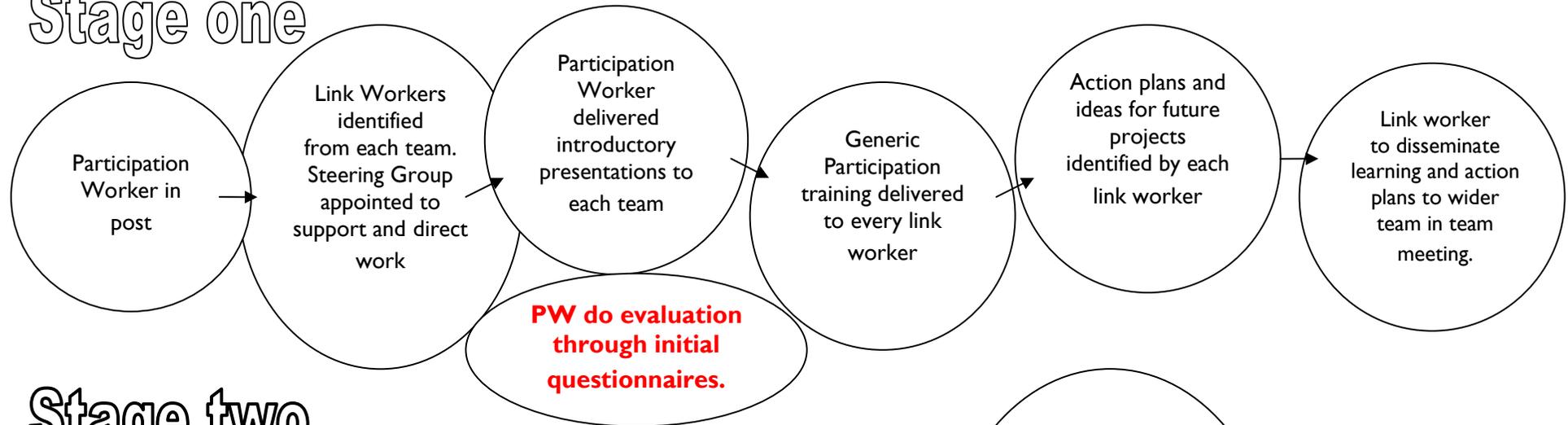
Despite the budgets successes any future monies need careful thought around administration provision and additional staff charges needed to support and aid the participation worker to operate more effectively.

WORK METHODS

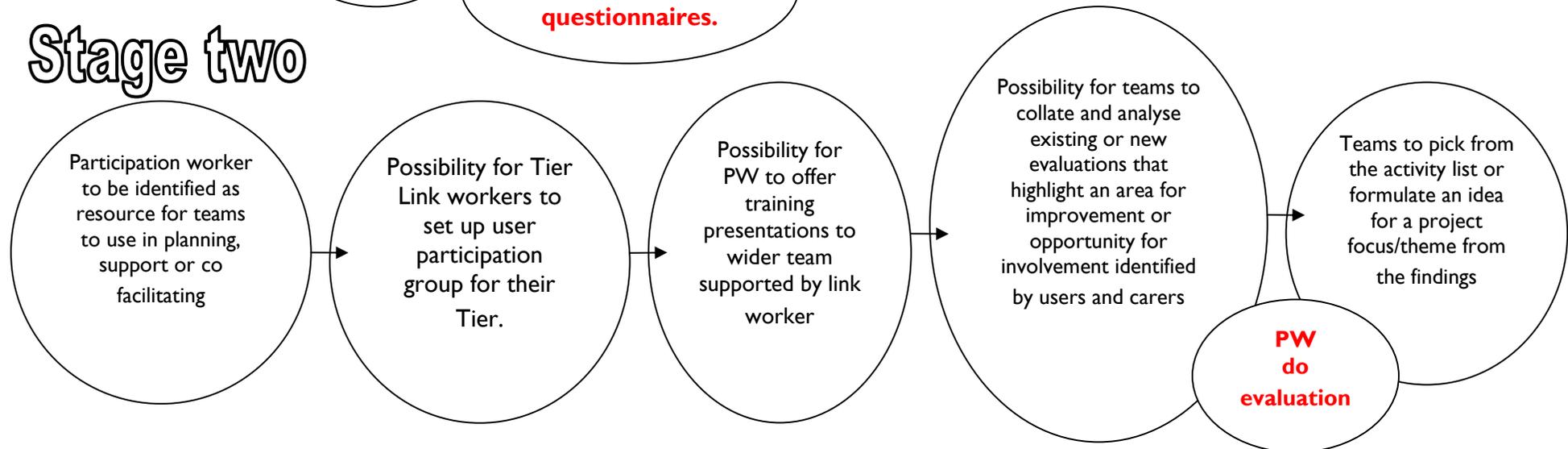
Due to the service being a trailblazing piece of practice there has not been a model on which to base the practice. This has meant that various models and strategies have had to be designed, tried, tested and adapted to make this piece of practice work. The following plan for the service outlines the final 2 year model agreed upon and being used. The first two stages are nearly complete and have involved a great deal of work for the Participation worker such as, delivering training presentations and carrying out an audit..

CAMHS Participation Service Plan

Stage one



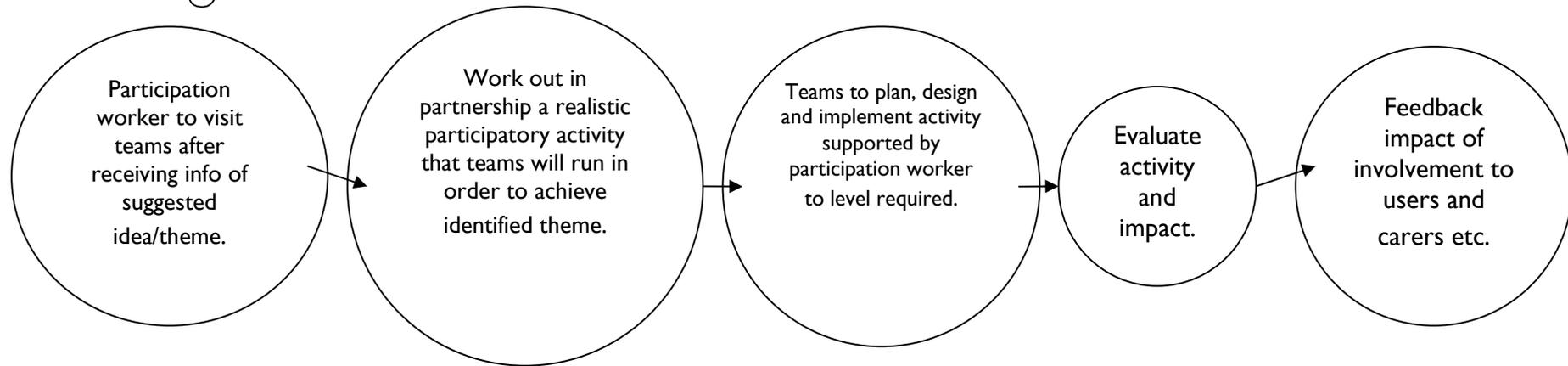
Stage two



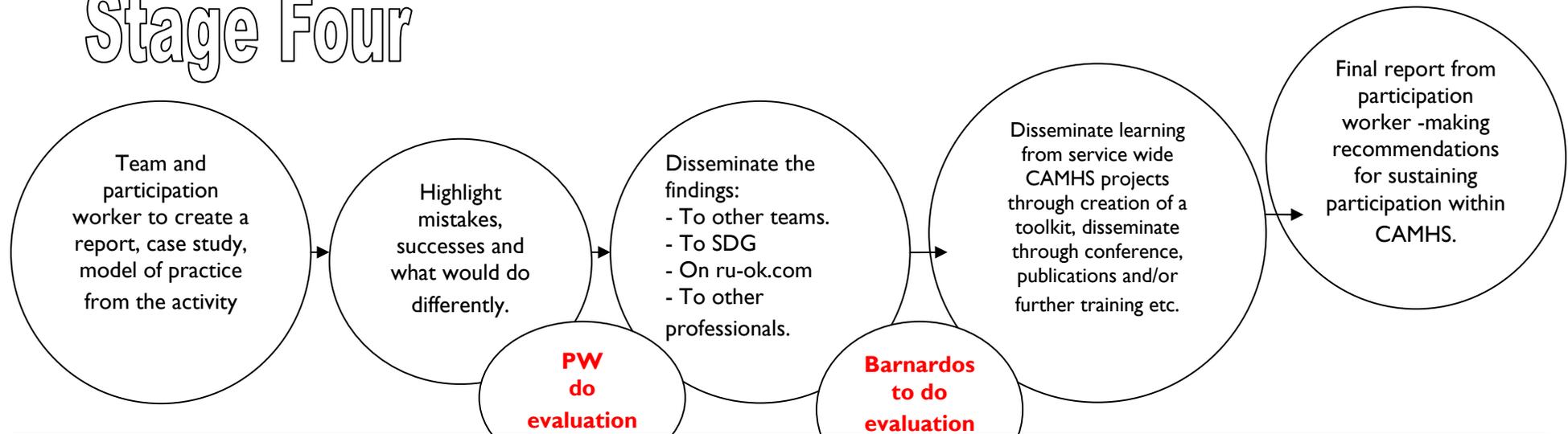
Management at this stage to confirm answers to questions:

- What level of support from management is available for link workers and teams to do participation? Can time be allocated away from waiting lists?
- What resources are available to teams for these projects? Time, Space, Materials, Costs etc?
- What are the areas users and carers views can have an impact upon? What are the areas that can not be changed?
- How can management support sustainable participation within the service?

Stage Three



Stage Four



PW = Participation Worker

Evaluations will be to audit how much participation has been taken on board at ground and strategic level, what is needed for it to be kept sustainable and ultimately to conclude if the participation service has been effective and if it is a required resource for the future.

Stage One

Setting up support and promoting commitment through understanding.

The initial concern for the Participation Worker in launching this service was to set up support structures that would aid an individual worker to achieve the role expectations outlined in the aims and objectives.

Link Worker model

It was decided by CAMHS that from the beginning of the post the Participation Worker should have key individual contacts within each team across Tier 2-4. These individual CAMH professionals would be known as Link Workers and be the Participation Workers way into each team. The responsibilities of these Link workers were agreed to be:

- The participation workers first point of contact within the CAMHS team.
- To attend relevant training when appropriate and convenient
- To disseminate the work and learning to the wider team.
- To attend the Participation Steering Group.

This model has been initially very successful, enabling internal networking with the teams to begin at a very early stage of the project and in developing individual's commitment and enthusiasm within the teams. For example Tier 4, following training has set up a Link Worker User/Carer Participation Group ensuring that participation is always on the agenda, discussed and taken to management.

As time has gone by difficulties have arisen with this model, although still effective the pressure and commitment placed upon these lone link workers in hindsight should have been recognised, supported and shared more within their specific teams. In future, Management needs to prepare their policies around the allocation of time and resources away from waiting lists, ensuring link workers feel fully supported. As can be seen by the service plan (2), the questions were posed to management at the beginning of the service and have needed to be asked again due to their complexity.

Other link worker difficulties are; Time restrictions and capacity, Staff movement and opposition to the project all resulting in replacement Link Workers needing to be found and at times unable to be replaced, putting pressure on management to fill in.

It is imperative that the questions outlined in the project plan are answered by management at the beginning of such a venture. It is for the future of this project to find the answers to these questions and to now distribute the responsibilities of participation onto the wider team relieving the link workers of sole responsibility. This is occurring through management and Service team support.

Steering Group

A Steering Group was set up in order to direct and oversee the innovative work of the participation service. Link Workers, management and participation experts were invited to attend the group.

A year later there have been half a dozen Steering group meetings chaired by Ashley Wyatt the CAMHS Programme Manager. It has to be said that some of the meetings due to the innovative work have thrown up more questions than answers at times, yet through the commitment and support of the members we have found a way through.

There are now a number of CAMHS and external individuals that are regular attendees of this group and have together shaped this project greatly whom we must thank. We are hoping that in the future the Steering Group begins to see new faces which will represent commitment and interest from other teams to the success of the project. The Steering group has proven itself as an often complex yet established and effective model.

Presentations

The Participation Worker has delivered informal presentations to all of the teams in order to introduce the service and encourage them to think about how and why they should, could and already are using participation in their work. Due to timing, busy agendas and awaiting slots within team meetings some presentations have been delivered later in the year. Despite this all teams are now aware of the participation service and its purpose and are in discussion through management encouragement about developing and adapting participation structures within their teams.

Audit – questionnaires

The Participation Worker upon facilitating introductory presentations to each team distributed questionnaires for Link Workers and CAMHS staff teams to complete. These questionnaires aided the Participation Worker in auditing what participation activities CAMHS are already doing and also compliment the ongoing national audit of CAMHS being undertaken. The majority of teams did complete their questionnaires although the response rate within the given teams was often not high, this information coupled with further team meetings and conversations has been compiled into an ongoing audit document.

Training Model

It was decided that the Participation Worker would deliver training in order to culminate a holistic understanding of what we mean by participation. This training was directed towards Link Workers with a hope that they would disseminate their learning back to their individual teams.

The Participation Worker delivered two lots of Generic Participation Training in partnership with Barnardos Voice Service. All but one team was represented at the training by either their Link Workers or stand-ins. The omission of this team is largely due to them now being without a designated Link Worker, responsibilities for this role then fall to management with no capacity to attend. Despite this the training was a success gaining favourable feedback for the games, techniques, models and tools we used throughout:

What will you take away from today and what did you find useful?

“Ideas on why participation is appropriate in CAMHS”

“Clearer understanding of what I need to do to make a project a reality”

“ Participation models very helpful”

“Adult led – young person led participative exercise is a great tool for work and shaping thinking”

“I liked how all the games and tasks used the theme of participation.”

“Good for developing an orientation towards participation and a realistic model reflected”

At the end of the training Link Workers left with an action plan of how to take participation forward in their teams. Action points were largely based around disseminating the learning from the training and sharing the participation models and examples of activities with teams. In some cases individuals' interest in a specific activity or concept spurred them to action point further exploration within their teams such as developing an Information leaflet and setting up a self harm group.

Stage Two

Implementation and Overcoming barriers:

Following on from the Training, the Participation Worker hoped there would be a natural progression into disseminating the learning, to action points and realise possible participation activities that could be explored within teams. On the most part this was naive and it was evident most teams needed more direction. Although some specific individuals embraced the opportunities open to them and consulted with the Participation Worker around possible ventures such as producing information leaflets, consultation of users around recruitment and running a user involvement course.

Others created a Link Worker participation group and disseminated the learning from the training to other team members through a jointly facilitated presentation by Link Worker and Participation worker.

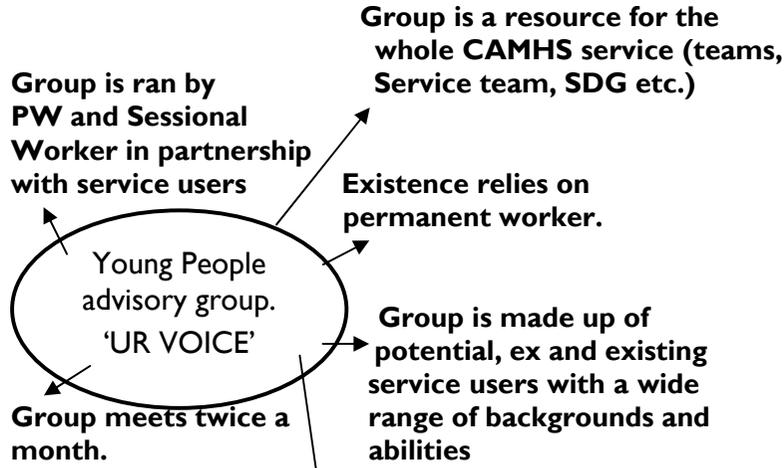
Due to the majority of action occurring with individuals rather than with the whole team the progression and take up of the service was seen as not having enough impact. This lack of progression and direction seen by CAMHS resulted in the Service Team (Management) opting to use a top down approach in order to encourage teams to be further involved and dedicated to this service and participation.

At present we are at the end of stage two, half way through the contract. We have reflected upon the approach used so far and adapted it to integrate a stronger partnership base with management through the Participation Worker attending the Service Team Meetings and participation being placed permanently on the agenda. The next stage represents teams choosing from selected participation activities such as comments boxes and ideas boards in waiting rooms to setting up a focus group. Decisions by the teams are to be taken back to the Service Team to be confirmed and to plan a way forward.

Highlights of the Year

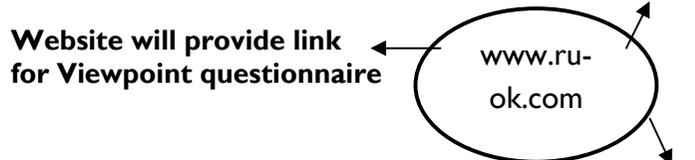
The Participation service within the first year has initiated many new and uncharted initiatives for CAMHS both service wide and for individual teams. A breakdown highlighting these initiatives follows:

(SERVICE WIDE CAMHS WORK)



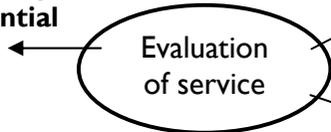
- Advisory group do:
- Consultation work - Design participatory methods
 - Design posters, leaflets, recruitment letters
 - Produce newspaper to disseminate work of the group
 - Possibility of accrediting the work.

Site is ran by Dr Leopold Kroll of CAMHS - Manchester Royal Children's Hospital.



Leeds CAMHS Participation service have dedicated space on this site to enable the dissemination of work, findings and professionals learning. Nicola Swales and UR VOICE will oversee this site.

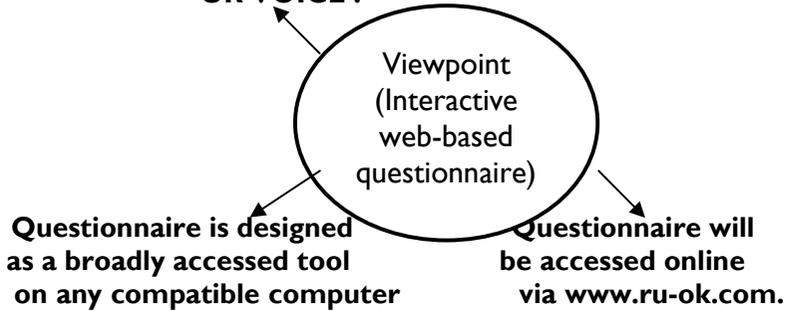
To complete an audit through questionnaires of the CAMHS existing and potential participation practice.



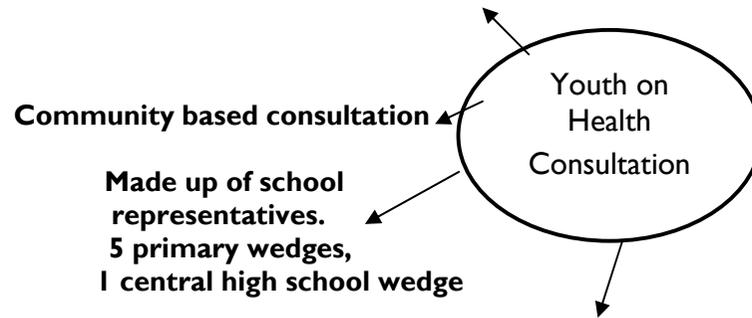
To complete an interim evaluation of the take up and effectiveness of the service

To design final outcome evaluation in partnership with Barnardos through link worker interviews and questionnaires.

User and Carer questionnaires have been designed in consultation with CAMHS and 'UR VOICE'.



City- Wide wedge based forum hosted by The Project.



Research is based upon CAMHS Issues: such as information provided, environment, stigma. Findings will be collated and analysed and presented to service

Young People Advisory Group – UR VOICE

The Participation Worker has set up an advisory group of young people to support, advise and provide perspective on the evolving participation service.

The group began to set up in November 2004 with the Participation Worker running sessions within voluntary projects. The first member of the group became interested in helping the project develop the work after taking part within one of these given sessions ran at the LGBTQ project. Since then other recruits have come through Barnardos Futures project, Touchstone and Duke of Edinburgh Awards.

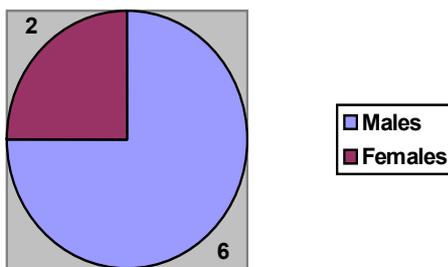


Poster for waiting rooms and CAMHS teams to promote the participation of users and carers.

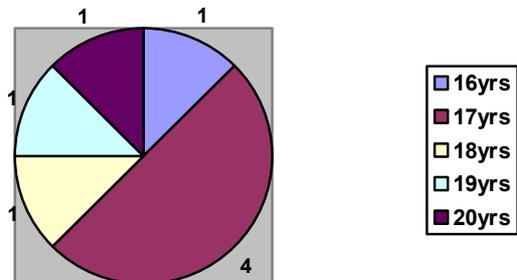
The group currently is made up of 8 young people aged from 16-20yrs who are potential, existing and ex service users of CAMHS. The group have called themselves UR Voice and have been working on branding, posters, leaflets, have been consulted on Viewpoint questionnaires, designing Viewpoint promotional business cards and creating a newspaper to disseminate the work thus far and in the future.

Breakdown of UR VOICE:

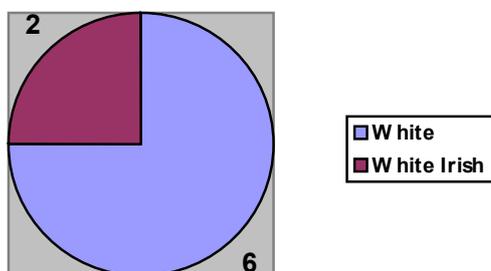
Gender



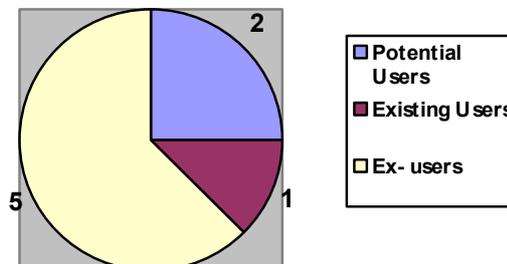
Age Range



Ethnicity



Experience of CAMHS



As can be seen by the statistics, the group is made up of a wide range of experiences of the mental health services consisting mainly of ex and existing users, which is an invaluable resource for the CAMH services. The age range is above the CAMHS 0-16 range. This is expected due to the majority of the recruitment being ex - service users. If the group has potential to grow, recruiting younger teenagers would be an ideal way of equalling the group representation.

From these Statistics it can be immediately detected that the group is made up with the majority; Males and all White. This is not an ideal situation and has not been an intentional move, but occurred from an open recruitment system rather than selection. For fair and equal representation the group should concentrate on recruiting more females and individuals from ethnic minority groups, problems with this may be the capacity of the group to take on more numbers and where to access these individuals from whilst keeping it an open system to join.

Individual teams within Tier 2 and 3 have communicated an interest in informing three of their users (2 x females and 1 x male) about UR VOICE in order to give them the opportunity to be involved. Although selective it has come at the right time for these young people and UR VOICE would benefit from having some more experienced female members of CAMHS.

The group meets every 2 weeks and has a budget of £4000 which the young people have divided up into categories:

- £2000 - Gift vouchers £5 per meeting
- £1500 - Accreditation, Celebrations, Activities, Other
- £500 - Birthdays, Easter, Leaving, Christmas presents.

At the moment the young people get their transport paid for (taxis), £5 recognition voucher every meeting and food and drinks of their choice provided. We are currently signing up to Youth Train to be OCN Accredited for the work the young people complete. All of the young people have decided to become accredited and will manage their own units and portfolio building supported by the Participation Worker. The young people are also looking into any further funding or awards such as Prince of Wales award and Youth Involvement Awards that can progress and expand the work they can do.

UR Voice have much more work ahead of them such as; creating participatory tools, aiding in recruitment for Barnardos and potentially for CAMHS, presenting work to the Steering group, acting as an 'expert' resource

for the CAMHS organisation, disseminating learning through a Newspaper, a conference and even possibly aiding training through videos. The possibilities, capabilities and motivation of UR Voice are endless and a valuable commodity for CAMHS.

An invitation has been extended to CAMHS management and workers to imbed the UR VOICE group within their services as a resource for consultation, design, evaluation, support and dissemination. To achieve this, the groups' existence and operation is being promoted within CAMHS through direct contact. UR VOICE has had their first CAMHS visitor the Tier 2-3 Manager for an informal meet and greet session.

"It was lovely to meet with all of you and so good to know that such a thoughtful and creative group as yourselves is offering so much time to help our service improve. I look forward to coming again!"

(Tier 2-3 CAMHS Manager)

The Professional CAMHP Manager based at St James Child and Family Unit will be the next visitor to the group who has an interest in the group presenting to his team and also to request for support around recruitment by young people. Barnardos - Seen and Heard Healthy Living Participation Worker has also shown interest in visiting the group, we hope these visits become a regular occurrence resulting in UR Voice having some ownership and connection with the CAMH service.

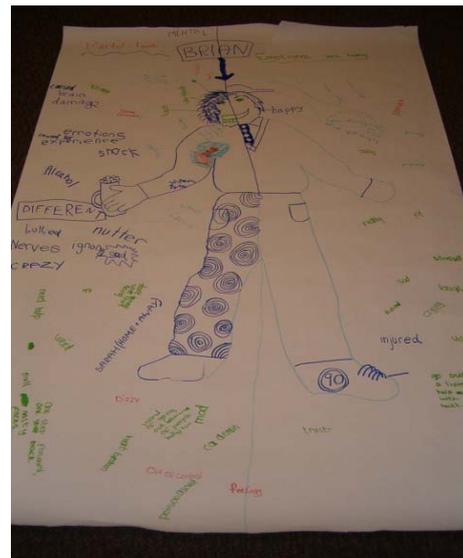
Youth On Health

Due to multi-agency working Youth on Health kindly offered the CAMHS Participation Worker the opportunity to meet and consult with the existing Youth on Health Primary and Secondary forums city wide.

The Participation Worker attempted to involve Tier 2 teams in this opportunity to consult with the wider community on emotional and mental health issues. It was seen as a great and rare opportunity but due to time limits and other commitments CAMHS were unable to offer their support. The Participation Worker met with a CAMHS professional from Tier 2 to seek advice on what questions would be useful for CAMHS to know. From this a session plan was devised that charted perceptions of emotional well being and mental health, touched on the title of CAMHS and stigma attached, looked at introductory service information wanted by potential users, the environment, the skills and qualities of staff, the involvement and rights as a user and much more.



Helping hands exercise Mapping the process of Support for young people.



Looking at what Mental Health and Emotional Wellbeing looks like.

The consultation happened over April 2005 to May 2005. The Participation Worker consulted with a total of 66 young people, made up of 55 Primary pupils and 11 secondary pupils ranging from Year 3 to Year 11. The groups were a mixture of male and female with an ethnic breakdown of majority being White, two Black individuals and a handful unknown. School Representation consisted of 32 schools citywide.

The results are currently being collated by the Participation Worker, Anne Worrall Davis a CAMHS practitioner and researcher with Leeds University and members of UR VOICE advisory group. The results will be shared with Barnardos emotional and wellbeing leads – Liz Richardson and Claire Turner and also be presented to the CAMHS Service Team and is expected to impact upon the focus and targets for involvement for the CAMH service.

Viewpoint

Viewpoint is an organisation that provides a web based interactive questionnaire tool specifically designed for consultation. It is to be used by the participation service as a tool for potential, existing and ex service users and parents/carers to input their comments and opinions about the CAMHS services. The Participation Worker has liaised with this organisation since coming into post, setting up a contract, devising two age appropriate (children and young people) and one carer questionnaires.

The questionnaires have been loosely based upon an existing Hertfordshire CAMHS questionnaire. Through consultation with UR VOICE, CAMHS management, CAMHS teams and the Steering Group, Leeds CAMH services now have their own specifically designed tool. This tool is going to be accessed through a website called ru-ok.com which the Participation Worker has set up links with and will be promoted on posters, leaflets through business cards UR VOICE create and word of mouth within CAMHS.



Design of a Business card to promote the accessibility of UR voice.

The findings will aid CAMHS, service wide and individual teams to be aware of the perceptions, the experiences of and possible improvements for their services. The tool will be accessible and in operation by the end of August 2005.

ru-ok.com

The Participation Worker made links with a Dr Leopold Kroll of the Manchester Royal Children's Hospital CAMHS. He runs the ru-ok.com website that is an emotional support website primarily for young people. Through partnership working the Leeds CAMHS service has been invited to use part of the site to promote and disseminate the work undertaken. This link has provided a tool for young people to:- learn about Leeds CAMHS, to have a say through a link to Viewpoint, to keep updated about the activities and actions of UR

Voice and individual teams and for professionals to be able to access learning, training materials and reports from this participation service. The Leeds section of the site will also be in operation by the end of August 2005.

Evaluation

Following on from the initial audit through questionnaires carried out by the Participation Worker at the beginning of the post, there are plans for an interim evaluation around July / August 2005 and a final evaluation and interviews in May 2006. The purpose will be to hopefully prove the success and need of this participation service, the participation worker role, and more importantly the existence of representative groups like UR Voice young peoples advisory group. The success of the service will be measured in line with the outcomes.

The Participation worker has now planned and will be designing the future evaluations with Barnardos Research Department and Pip Roberts. It has been decided the interim evaluation will happen in July 2005 and be carried out in the same way as the initial evaluation through questionnaires to CAMHS professionals. The final evaluation will be to those involved throughout such as; users/carers, CAMHS professionals, exterior professionals and management completing questionnaires whilst the Barnardos research department will interview in more detail the link workers to quantify if the outcomes of the service have been met.

Smaller evaluations as is already happening will continue as a matter of course for individual activities and initiatives such as evaluating training offered and sessions delivered. Ultimately it will be the Service Team and the Strategic Development group that evaluate the success and impact of the work.

Individual Initiatives and Activities.

The majority of the work thus far has been spent setting up and building a foundation of understanding, commitment and enthusiasm from CAMHS workers and management levels. This has been promoted through the initiation of presentations, training, meetings, provision of resources and service wide initiatives. The Participation service has begun to inspire individual initiatives proposed, alternative to that directed by the service team. Such projects are:

CAMHS

Tier 3

Is interested in developing a service leaflet for Tier 3 and an information leaflet for a self harm group through consultation with service users. The Participation Worker has attended several meetings in order to work through the ideas and offer advice. The CAMHS worker has also shown an interest in working with the UR VOICE advisory group to aid this work.

CAMHS Worker and part time researcher at Leeds University.

Is interested in pulling together a multi-agency piece of practice to deliver a two day course supported by Leeds University around user involvement. Initial meetings have already occurred with the Participation Worker and other external organisational links interested in being involved such as other Barnardos leads in emotional and mental health, Youth on Health, Leeds CYPSP Participation Worker, Willow education/participation worker and the CAMHS Development worker from Market place. This course is being developed with the aim to fill any existing gaps and compliment the current Participation Evaluation Training delivered in line with the CYPSP Leeds Participation Strategy.

Tier 4

Is interested in the participation worker aiding the facilitation of a user involvement talk at Leeds University.

CAMHS Professional Manager.

Is attending the UR VOICE young people's advisory group in order to develop a plan and structure for young people to become involved in CAMHS recruitment. UR VOICE are very excited about this opportunity.

Psychology service

Link Worker

Would like the Participation worker to aid in the setting up of an Andrea Brown service user consultation group for the psychology services.

Psychologist

Has met with the Participation worker several times to discuss co-facilitating a one-off service user consultation group around the skills and qualities of trainee psychologists. The findings will contribute towards the recruitment and selection of the trainee psychologists on his course.

Child Neurologist

Has consulted with the participation worker around possible user and carer involvement in Child Neurology.

Cleft Lip and Palate team.

The cleft and palate team have consulted with the Participation Worker around the design of a group session and building in user involvement through evaluation.

External Initiatives

Alongside this internal CAMHS work the Participation Worker has imbedded herself within the ever changing external environment of Participation, of Children and Young People's Services and governmental initiatives as to ensure an up to date knowledge of the current state of Participation within Leeds. The Participation Worker sits on the following forums

- CYPSP Participation sub group for Children and Young People.
- Is a CIA (Children's Involvement Advocate) on NE CYPSP wedge, to ensure that participation is on the agenda and being implemented in this area.
- Is a member of the YPI (Young People's Involvement) group made up of ground level staff answerable to the YPIG.
- Is a member of the Children's Society Asylum and Refugee forum in order to promote CAMHS work in terms of BME groups.
- And is a member of CAMHS Diversity group (Group is on hold at the moment awaiting clarification of responsibilities.)

Looking Forward, the way ahead.

Throughout, the post has been very challenging and innovative. From the outset there were many barriers in place for the Participation worker to contend with such as;

- Some hostility for Participation due to a clash with a more "medical" model of research based practice.
- Being a team of one full time dedicated worker having to manage, co-ordinate and oversee a city-wide remit.
- The post had no set boundaries and an extremely wide focus from the beginning.

- All CAMHS teams and tiers work so differently resulting in the Participation Worker having to become familiar with practices and procedures for each team.
- And Participation needs commitment from all of CAMHS from ground level staff to management. This first year has seen dedication from individuals and is now only through management support seeing whole teams become involved.
- Ultimately the biggest barrier for this service is that Participation takes a very long time and if this is not realised the project could be a very tokenistic venture. A two year post is an unrealistic timescale for a participation service to have an impact and affect the culture and practice of another organisation.

Despite these hurdles the Participation service has achieved a lot in the first year and hopes to make much more of an impact in its second. The focus for the second year will consist of:-

- The Participation Service and CAMHS to work in line with the CYPSP Leeds Charter of Participation, enabling CAMHS workers to access PET tool (Participation and Evaluation training) and other participation resources and contacts that will compliment the work of Participation and enable CAMHS to network with the external world.
- There will be an aim for CAMHS to answer the questions attached to the project plan including that of ‘what can service users and carers actually have impact on?’ This will be answered through the collation of “CHI feedback” on Care Notes and informed by the Youth on Health research, providing CAMHS with initial pointers and targets for user and carer involvement in the future.
- Also culminating from the Youth on Health research, a service wide consultation on the CAMHS title may be initiated. The use of the term “mental” in “mental health” is clearly a real issue for young people. Whilst CAMHS may have to be the term used in national discussions, and to other services it may be useful to consider alternative ways of describing the service to users and carers. This could have a breakthrough for the stigmatisation of the service and how users and carers are perceived by the wider world.
- In order to equalise the input into the Participation Service from the young people’s advisory group a Carers Consultation Group will be set up in partnership with CAMHS and a Children’s consultation group may be set up to compliment. Through these groups the participation service could facilitate seeking views on overall service changes, initiatives and structures for involvement.
- The Participation Worker will continue her monitoring role - producing a report for the general sustainability of participation within CAMHS, on the success of Viewpoint and ru-ok.com website as a sustainable tool and suggested recommendations for the future of participation within CAMHS.
- The Participation Worker intends to disseminate the learning of the participation service through a conference aided by UR Voice, through a Toolkit designed as a service wide tool for CAMHS based upon practice examples throughout the next year and through the ru-ok.com website overseen by the UR VOICE group.

- In order to promote the accessibility of the CAMHS service to ethnic minorities in line with the Leeds CAMHS strategy the Participation Worker intends to explore their needs and experiences of CAMHS through exterior organisations and the Children's Society Asylum Seeker Forum.
- Finally the Participation Worker throughout the next year will continue to aid, co-facilitate and support the future projects and initiatives within the CAMHS teams and to further develop and support service wide activities in place or to be initiated.

For this following year it has been decided that the Participation service for holistic CAMHS will be renamed 'UR Voice Participation Service' and the CAMHS Participation Worker will be renamed 'UR Voice Participation Worker' and similarly the Sessional Worker 'UR Voice Sessional Worker, encapsulating the branding by the young people's advisory group. Therefore all participation work within CAMHS will now be known as UR Voice in order to reflect the service as an imbedded service with CAMHS rather than an external resource.

Conclusion

Looking back over the work it can be stated with pride that the Leeds Participation Service has achieved a lot in its first year, no more so important than the set up of a potential, ex and existing user group of young people to advise the work. It can be evidenced in the report that their impact upon the potential accessibility and awareness of participation will be vast this coming year as the posters, leaflets, business cards, a newspaper, website and Viewpoint become live and operational.

Despite all of the obstacles, the Participation worker and alliances have managed to bring participation to all of the CAMHS teams within Leeds. Participation is definitely on the lips of CAMHS management to ground level staff and has ultimately been accepted as a directive that is present, important and here to stay. The setting up of this participation service and the integration of the Participation Worker in the external environment has been perfectly timed in line with the CYPSP Leeds Charter of Participation which the Participation Worker will work in line with and present to CAMHS. The benefit of this Charter for CAMHS will be access to training, sharing resources and multi agency working complimenting and supporting the work of the Participation Worker from now onwards.

CAMHS service wide and external work has been successfully initiated within this service, it is now for CAMHS management, the Participation Worker and UR Voice to support the good work of the committed individuals within teams in order to promote participation to be taken on, practiced and evaluated as a team initiative.

Despite set backs, resistance and the near impossibility of the task set, the Participation Worker and support are still dedicated and motivated to making this service effective and sustainable. For it to really succeed within CAMHS the service needs to be given a chance and set realistic time frames, longer than that of two years. UR Voice advisory and consultation groups need to be given the chance to operate independently for CAMHS with minimal facilitation from the Participation Worker enabling the expertise and abilities of users and carers to be realised. Viewpoint and other promotional materials need to be given time to be seen, distributed and acted upon. Effective processes and channels of involvement need to be set up and implemented within teams so that the service can run independently without the aid of the Participation Worker being the key contact. This independence for all groups adjoined to CAMHS is the ultimate accolade that the Participation service was truly effective leaving a sustainable structure in place. This is the aim for the Participation Worker in the coming year but is not a realistic version in such a short space of time.

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Thanks to Julie Coatham the UR Voice Sessional Worker for the support you have given to UR Voice and the work generally.

Finally good luck to all involved in the newly named:

UR VOICE PARTICIPATION SERVICE

Thank you!