

| Event (What engagement took place) | When event took place | Young People (You Said) | Decision Makers (We Will) | Link to other Service Areas? | When will you achieve this by? | Decision Makers (We did) - Final outcome from engagement. | Progress Completed Blue On Track, Green , Risk of going Off Track - Amber Going Off Track Red | Outcomes (refers to specific and measurable short-term effects) | Impact (a more comprehensive viewpoint, looking to broader and long-term effects) |
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| You matter to us (Corporate Parenting Board)- Engagement session | 25.7.2023 | <p>Clear transition plan from children to adult services</p> <p>Young people added to this by saying - support in finding a job/ money/ finances/ need earlier planning with personal advisor and need to be allocated personal advisor sooner. Support in finding accommodation. Mental health- feel they only look at negatives. Don't leave things to the end and have more discussions and support.</p> | Understand your confidentiality and explain what will and wont be shared. | Pathways Team/Residential/Housing | 30th September | We will ensure that all information sharing between Children's Services and Adult Services will be in line with the information sharing procedure. Personal Advisers are introduced to young people at the age of 17 plus. We are working on a plan for adult social workers to be located at the new Care Leavers Hub on a hot desk system, which will support introductions and transitions to adult services. Senior management meet with Adult Services monthly to review young people in transition and developing a clear transition plan which includes mental health, disability, and crisis intervention. The Pathways Team are working with housing and supported accommodation to develop new housing protocols. New independence plans have been implemented in residential services to prepare young people for adulthood. | | Streamlining the transition process for care leavers between children and Adult's services. This ensures that young people have all relevant services and support in place prior to transition. | Young people will feel prepared and ready for adulthood. This will support positive and sustainable outcomes. |
| | | <p>Support to make sure I have a Doctor, dentist, optician etc</p> <p>Young people added to this by saying - Difficulties in getting a dentist/ emergency appointment only. We don't want to spend money to get to appointments. Look at localised services.</p> | Ask health to commit to the Care leavers covenant. Explore what the NHS can do. | NHS/ Pathways/ Residential and other organisations | 30th September | Personal advisors and residential workers are able to support young people where needed to health-related appointments and help register with a dentist, optician and GP if required. This will be detailed in pathway planning and support plans. If young people need financial support to attend health appointments, we will assess your financial situation on an individual basis and support you to budget manage. If you are still unable to meet this need, we will look to support you financially with costs associated. Service Manager for supported accommodation will ensure that all young people in in house placements 16+ and commissioned placements monitored through contract review have access to health services. The NHS website provides information on what dentists and GP's are taking on new patients – Find a dentist - NHS (www.nhs.uk) Find a GP - NHS (www.nhs.uk) | | | Will ensure that all young people's records of health, dental and opticians are updated on LCS and pathway plans. Team managers will then be responsible for reviewing data. Young people not registered with these services will be contacted by social workers and PA's to offer support to do so. |
| | | <p>Health passport</p> <p>Young people added to this by saying - identify positive mental health and wellbeing. More information on what it is.</p> | Provide more details on what it is. | Designated nurse for care experienced young people/ various teams | | Pathways Service has updated the Care Leavers Offer and an official launch took place on the 25th July 2023. The Care Leavers Offer provides information and links to a vast range of services, including mental health services, which provide information on positive health and wellbeing. This can be easily accessed via the Middlesbrough Children Matter website. Printed copies are also available upon request via your social worker or PA. | | | Ensuring that young people have a copy or link to the care leavers offer. |

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| <p>Help me understand my diagnose</p> <p>Young people added to this by saying - There needs to be more understanding on things e.g. what is autism/ ADHD/ dyslexia. People need to understand my needs and gain trust to share my needs with others.</p> | <p>Explain at early stage of diagnosis- in language young people understand. More work to be undertaken with community services.</p> | <p>Various</p> | <p>Considered by 30th September</p> | <p>Middlesbrough Council has arranged mandatory Oliver McGowan training. This training has supported staff to understand different disabilities and autism. Including ADHD and dyslexia. Training is provided for the staff teams in residential services prior to admission which is relevant to specific diagnosis.</p> <p>Should a young person have a diagnosis this is discussed in pathway planning and, as a care team.</p> <p>You can ask for support from your social worker, PA or residential staff if you would like more information to better understand your diagnosis and we can signpost to other professionals who specialise in this. Staff can also support to appointments and support your access to relevant services.</p> | | <p>Middlesbrough Council have tracked all professionals who were assigned this training and ensured that managers have been informed if this is outstanding</p> | <p>Young people will understand their diagnosis and who they can go to for more information</p> |
| <p>Help and support to attend medical appointments</p> <p>Young people added to this by saying - need staff to stop rearranging appointments. Support to attend own appointments. Hard to get appointments and phone appointments not always the way forward.</p> | <p>Commitment to keeping appointments</p> | <p>Various</p> | | <p>Residential staff, social workers and PAs support young people as part of an independence plan to arrange and attend their own appointments. However, we understand that all young people may not have the confidence or ability to do so and therefore more help may be required. Staff will not cancel any appointments, though we do understand that medical professionals may from time to time do so for various reasons. In this case we will support you if needed to rearrange and attend. Where a face-to-face appointment is not offered or there is a delay, staff offer to contact health care services daily to see if this can be brought forward where required. The use of e consultations is also used with GP surgeries, and this helps to identify the most efficient treatment/contact.</p> | | <p>Young people will have confidence to make own appointments.</p> | <p>Young people will be able to meet own health needs in a timely manner.</p> |
| <p>Children Looked After medicals - as above</p> | <p>As above- look at guidance of text message policies.</p> | <p>Various</p> | | | | | |
| <p>Support around Sexual health</p> <p>Young people added to this by saying - condoms and tampax to be available in all settings. Stop changing key workers (Trust is an issue)/ sexual information to be available. Feel we are judged, but we are not taught young enough about sex and what can happen.</p> | <p>6 month strategy meetings to be put in place/ more detail required from professionals.</p> | <p>Various/ work with health /education settings.</p> | <p>By 30th September</p> | <p>Any concerns or issues with sexual health can be discussed with residential staff, social worker, or your PA as part of care planning. Sanitary products are provided and available within pathways and residential homes.</p> <p>Where possible we aim not to change your worker for continuity and trust building.</p> <p>C Card and sexual health trained staff are available across residential services and can issue a supply of condoms and chlamydia testing. The C Card training provides us with a direct contact for further advice and guidance if needed.</p> <p>When a young person is about to enter a relationship or shares that they are in one, staff have conversations around safe sex and protection. Encouragement for sexual health testing takes place when we are aware of sexual activity.</p> <p>A complaints procedure is in place should a young person feel that they are judged or not listened to, however we hope this is not the case.</p> | | <p>Gather the voice of the child through participation to see if this has an impact.</p> | <p>Young people have access to sexual health information, sanitary products and consistency in workers where possible.</p> |
| <p>Support around my sexual identity</p> <p>Young people added to this by saying - research about what is identity and have more support and understanding. Support more people around what is identity. PRIDE- can we have an event in Middlesbrough? Raising awareness across the Town. Need to be able to trust people.</p> | | <p>Various/ work with health /education settings.</p> | <p>by 30th September</p> | <p>Middlesbrough Council are committed to supporting the sexual identity of all young people and are passionate about this.</p> <p>Young people have been supported to Newcastle pride in July 2023. There is also an upcoming Pride event on 30th September 2023 which will be promoted with young people, and we can offer support to attend. Young people have been involved in artwork celebrating PRIDE and staff have had discussions around diversity and sexual orientation</p> <p>Your social worker, PA or residential staff can signpost and support you to services such as Hart Gables who offer a range of support and a forum - Home Page - Hart Gables</p> <p>Sexual identity is discussed in care planning where support is required.</p> | | <p>Young people informed of the upcoming pride event and measure uptake of attendance.</p> | <p>Young people are understood and supported by professionals around them</p> |

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| <p>Access to support from other services if needed- needs to be clearer transition from child services to adult services</p> | <p>More discussions with our young people.</p> | <p>Social workers/ NHS/ Pathways PA</p> | <p>already in place from Pathways</p> | <p>Personal Advisors support young people on an ongoing basis. Floating support is also available in the community to young people aged 16 plus. On a monthly basis children and adult services meet to discuss transition plans. The new care leaver offer provides details all other services that young people can access. Social workers, PA's and care teams work with young people to understand the transition to adult services.</p> | | <p>Gather the voice of the child through participation to see if this has an impact.</p> | <p>Young people will have a clear and supported transition from children's services to adult services.</p> |
| <p>My worker to have some understanding of mental health issues and give me support - don't judge until you know the person (its our life) , we need people to talk too early on / advocate / need better pastoral care/ better links to the crisis team.</p> | <p>further joint up working</p> | <p>Social workers/ NHS/ Pathways PA</p> | <p>by 30th September</p> | <p>Mental health training and trauma informed practice is available to staff, as is trauma informed supervision. An advocate is offered to each young person. Young people can access counselling and mental health support with the GP and in education settings. The Pathways Team can offer a mental health practitioner on an individual need's basis. Social workers, PAs and residential staff can liaise with the Crisis Team on your behalf. A complaints procedure is available to use should you feel that you are judged, however we hope this is not the case.</p> | | <p>Monitor how many young people access CAMHS worker. Team manager to monitor how many professionals uptake training and trauma informed supervisions.</p> | <p>Will see a reduction in young people accessing the crisis team. Young people will feel supported and that staff understand any mental health issues that they may face.</p> |
| <p>To be supported to access the free leisure passes with Everyone Active and extend passes to out of area young people</p> <p>Young people added to this by saying - this happens already but just need to be made aware of it.</p> | <p>Local offer/ ensure all CLA and CL have a gym pass.</p> | <p>Pathways Team/ Claire Sowerby</p> | <p>TBC</p> | <p>Young people are offered a gym pass and can be supported to attend until they feel comfortable to do this alone.</p> | | <p>Monitor how many passes that we provide on an annual basis</p> | <p>Young people are supported to have better physical and mental health.</p> |
| <p>Up to date information on health services i.e. Kooth- further information needed. Need better links with crisis team/ more funding.</p> | <p>Kooth to share what they offer.</p> | <p>Kooth to be contacted by Pathways. NHS/ Health workers/ police</p> | <p>25th September</p> | <p>Kooth have attended pathways team meeting and shared information on the service that they provide. This has been communicated within residential services. Mental health CAMHS practitioner is allocated to the pathways team. The care leavers offer has been updated to include details of services including those that support with mental health and the crisis team. This can be easily accessed via the Middlesbrough Children Matter website. Printed copies are also available upon request via your social worker or PA. Information is also available in residential in various formats.</p> | | <p>Will measure how many young people will access CAMHS worker and the volume of referrals that will be submitted to Kooth.</p> | <p>Young people will have information of services that can support them all in one place.</p> |

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| <p>Support to apply for reduced prescription costs- further information on social prescribing / where to get help</p> | | <p>Pathways/ NHS/ schools</p> | <p>on going</p> | <p>The criteria for accessing free prescriptions is detailed below. Should a young person, be unable to meet the criteria. Social workers or personal advisors will provide support with budgeting. Should it be deemed that a young person is not financially able to afford prescriptions then funding can be discussed on an individual basis. This will be the same process for any social prescribing that would come at a cost to the young person.</p> <p>Free prescription criteria - are under 16 are 16 to 18 and in full-time education are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx) have a specified medical condition and have a valid medical exemption certificate (MedEx) have a continuing physical disability that prevents you going out without help from another person and have a valid medical exemption certificate (MedEx) hold a valid war pension exemption certificate and the prescription is for your accepted disability are an NHS inpatient</p> <p>Maternity exemption certificates NHSBSA</p> <p>For pregnant women and those who have had a baby within the last 12 months</p> <p>You're also entitled to free prescriptions if you or your partner (including civil partner) receive, or you're under the age of 20 and the dependant of someone receiving:</p> <p>Income Support income-based Jobseeker's Allowance income-related Employment and Support Allowance Pension Credit Guarantee Credit Universal Credit and meet the criteria</p> <p>Help with health costs for people getting Universal Credit</p> <p>If you receive Universal Credit, you may also qualify for help with health costs.</p> | | <p>Will monitor this by reviewing how many young people request via PA.</p> | <p>Young people will have their health needs met and be able to obtain and take prescribed medication/attend social prescribing.</p> |
| <p>Flexible CAMHS worker comes out to see me when I'm struggling - need talk more to us and be flexible.</p> | <p>Talk more and be flexible</p> | <p>Donna Horsley</p> | <p>on going</p> | <p>There is a working group with health regarding complex commissioning with senior managers in attendance looking at what support young people receive. In addition to this a CAMHS mental health practitioner sits within the pathways team and can be flexible to meet the needs of young people. This will be assessed on an individual basis. CAMHS can also be asked if they have the flexibility to do home visits if this is required and social workers, PAs and residential staff can offer support to attend where possible. Young people can also access other services as detailed in the care leavers offer. Donna offers young people planned appointments, that could be weekly, fortnightly etc, depending on the agreement that the young person. If a young person Donna is working with is struggling emotionally that requires some advice or guidance in-between appointments, they can call CAMHS and ask to speak with me to have a chat and plan moving forward. We can have a good chat and think about solutions. If Donna is not available then there is a CAMHS duty worker between the hours of 9-5pm Monday to Friday who can have a chat and advise the best that they can. If a young person that I am working with requires urgent mental health support, it would be the CAMHS crisis team that needs a call. The crisis team have staff who work 24 hours a day and can respond if it is an urgent matter.</p> | | <p>Pathways will measure a</p> | <p>Young people will feel that their needs are being met and have support and intervention at the right time.</p> |

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| | Flexible CAMHS worker - See's me at other places - see above | | Donna Horsley | on going | | | As above | As above |
| | outdoor walking events- these are good calming techniques but will only work if you get to know the child/ young person. Some people do not like dogs. | Further work with our young people / on first assessment | Social workers/ Pathways PA / Residential staff | 21st September | The service is mindful of asking the young people that I work with where they would feel more comfortable to meet. When we agree to complete specific therapeutic intervention/therapy we can have a think about where is the most therapeutic/confidential and safe environment to do these appointments. | | Tracking events that are organised within the social groups. | Walking events will provide a safe space away from day-to-day life and the opportunity to build relationships. This will have positive effect on health and wellbeing. |
| | Animal therapy- see above | | | on going | | | The volume of referrals will be monitored. | Can promote social interaction and promote well-being |
| | Art therapy- see above | | | on going | | | The volume of referrals will be monitored. | Can support young people to to express emotions and communication. |