



CORC Spring Seminar:

*Engaging young people to improve
their experiences of outcome
measurement*

#CORCSpringSeminar

What are we doing today?



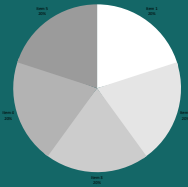
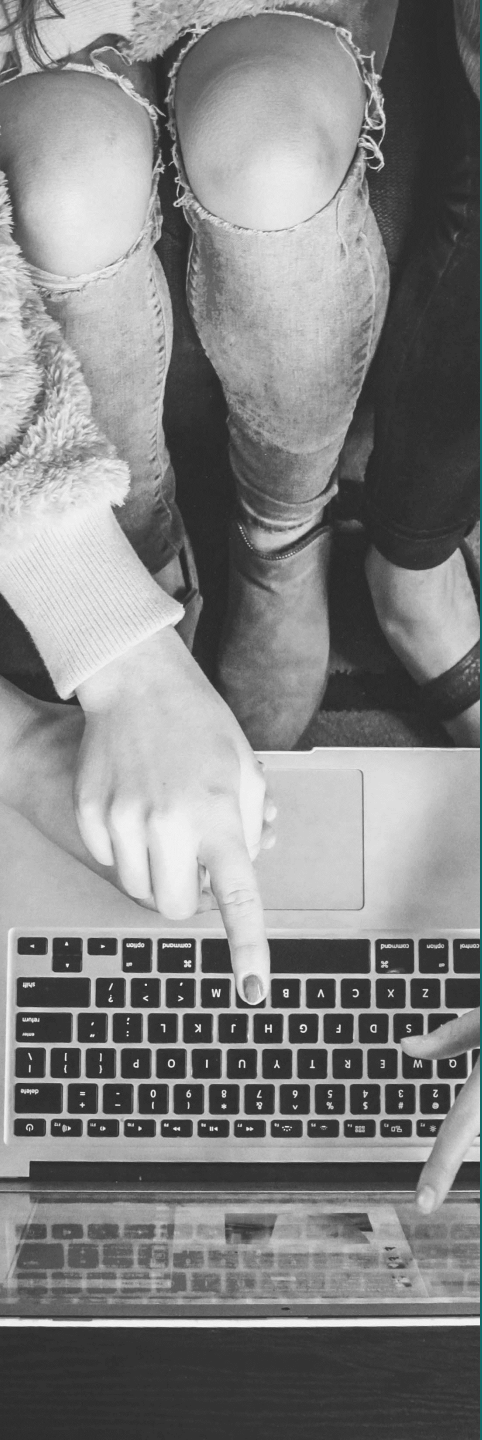
Hearing from our Speakers

Questions for speakers

Group breakouts

Feedback from groups and
wrap up

#CORCSpringSeminar



Temperature Check

Mentimeter - <https://www.menti.com/9hxeehui9u>



Some reasons to co-produce around outcome measures

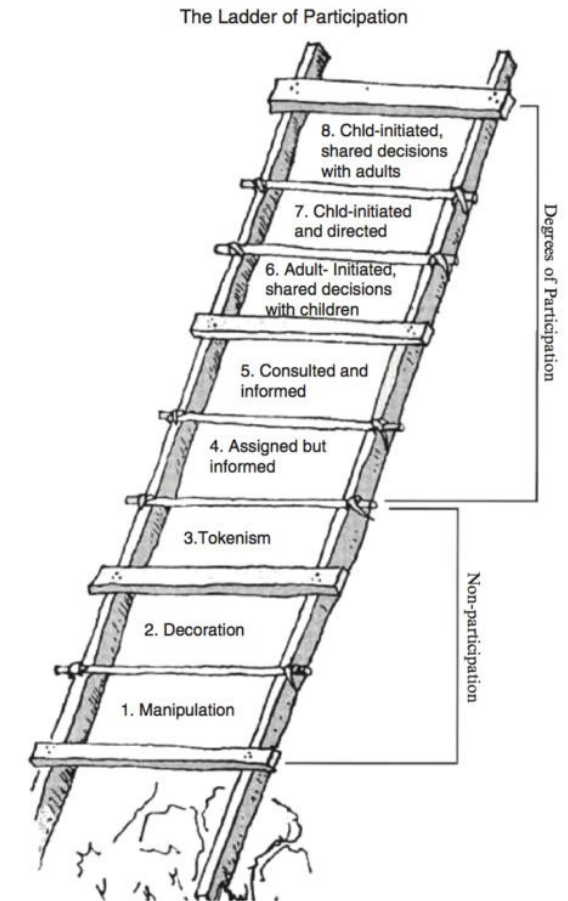
- Ensures you're measuring what matters
- Improves relevance of the measures to what matters to the young people who are engaged in a service.
- Improves experience around filling out outcome measures
- Therefore, more likely to have better completion rate of forms
- Allows services to understand and adapt to the needs expressed by young people
- Empowers the young people involved in co-production to be active partners in their care

What other benefits might you see?



Levels of Co-production

- *Co-producing research that informs outcome measures*
- *Co-producing the outcome measurement tool*
- *Co-producing the experience of the outcome measure delivery*
- *Feedback on the experience of outcome measures*





Let's get real: How do young people relate to filling in ...



Watch later



Share



CORC
Child Outcomes
Research Consortium

Watch on

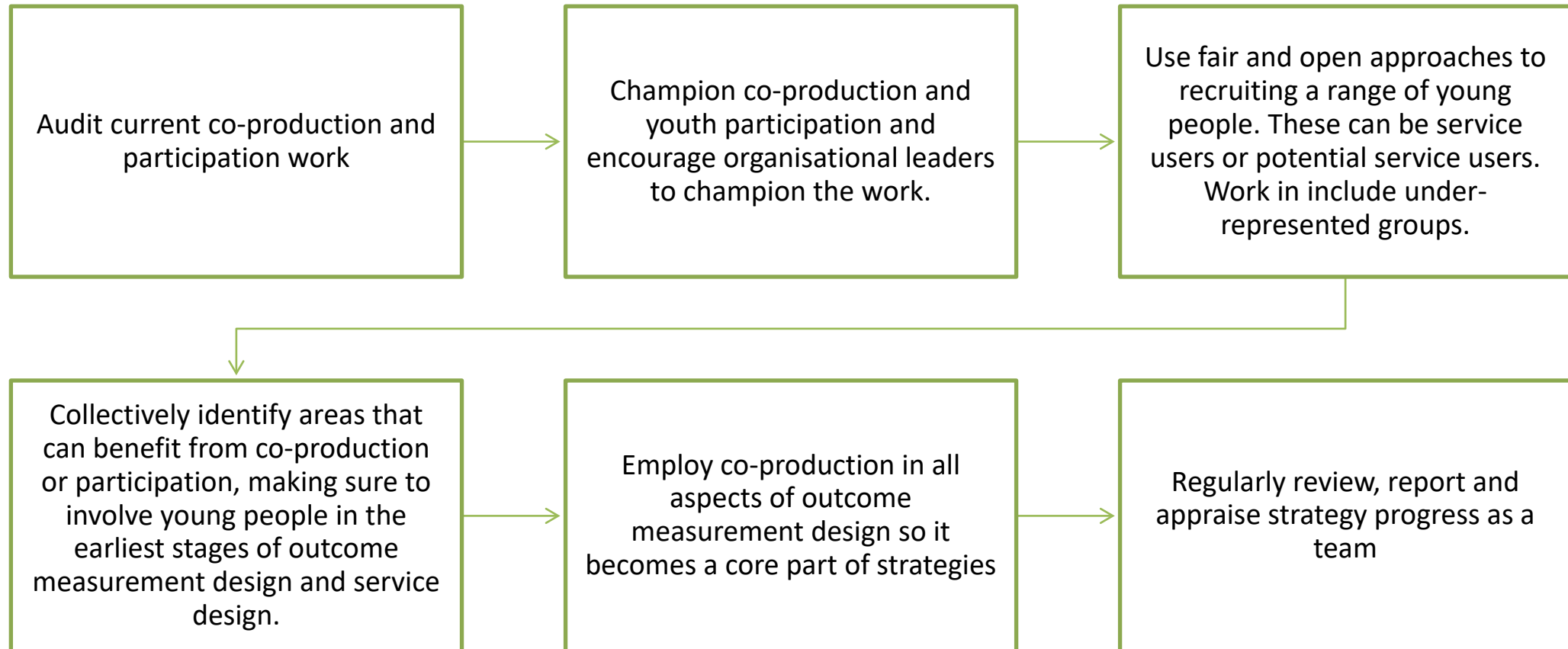


YouTube

Summary of the video – The experience of outcome measures

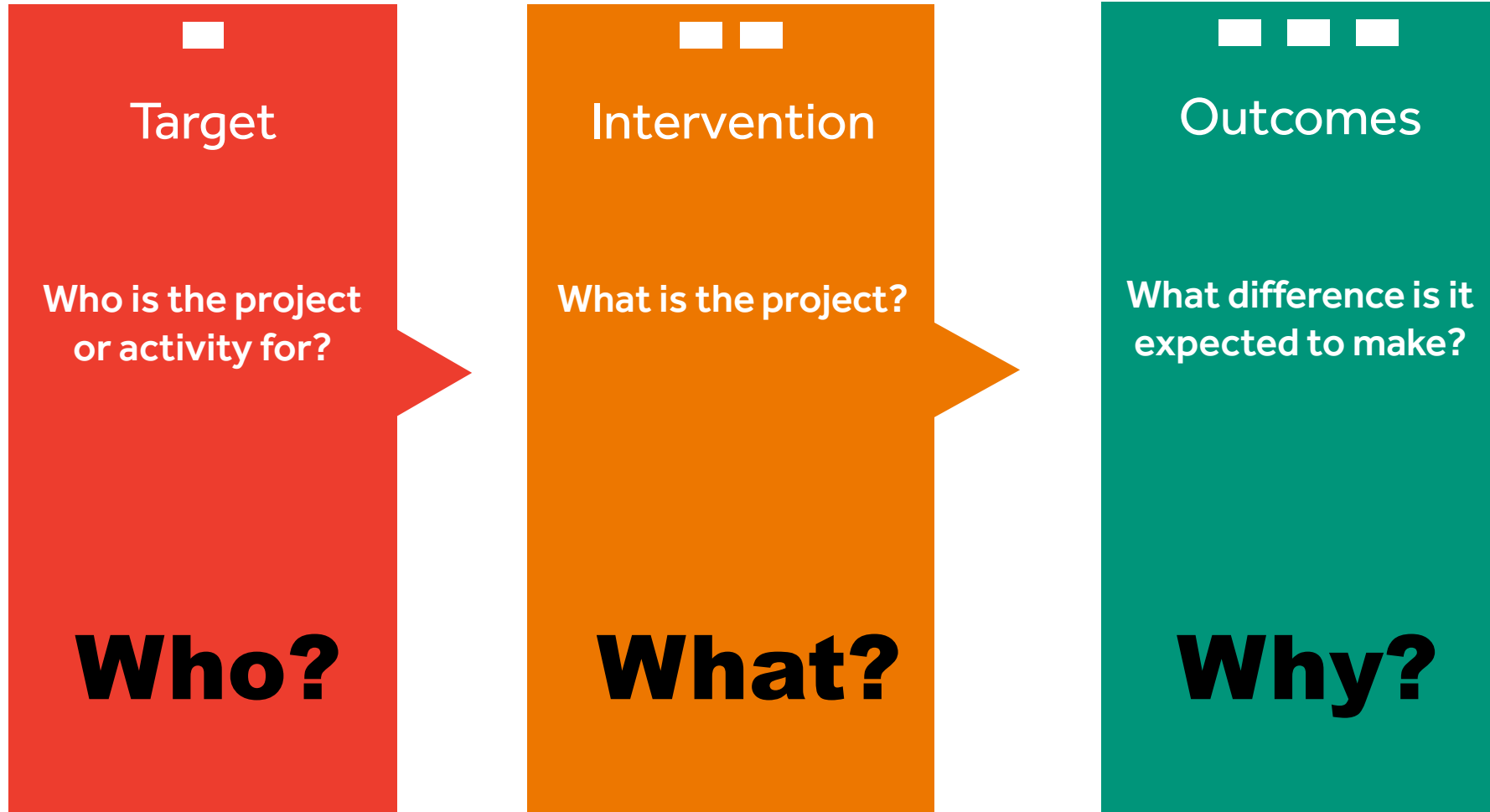
- *Practitioners told us that outcome measures help them understand what is going on with young people's mental health and their support. The young people we spoke to added layers to our understanding: ultimately it all depends on how you do it*
- explain why you were asking the young person to fill it in, go through the results with them and make the questionnaire feel like a part of the sessions together.
- Think about what it would be like for the young person to fill it in and be there to support or help them if that is what they need.
- Explore the young person's questionnaire responses with them and be clear that's a questionnaire score can only be a part of building a bigger picture of who they are, and how they're feeling
- You asking them to fill in the questionnaire is impacted by your relationship: if they trust you and understand where you are coming from, then it will be more meaningful
- Give them choice where you can, and don't make assumptions about how they will feel about the questionnaires

Making Co-production a core way of working



Making Co-production a reality (Adapted from NHS England & Coalition for Collaborative Care, 2016 and Student Minds' Co-producing Mental Health Strategies with Students: A Guide for the Higher Education Sector)

Designing Co-production work – using a Logic Model





CORC and Creative Youth Network: an example of co-production



CREATIVE
YOUTH
NETWORK.

Developing an Outcomes Framework to be used across the whole organisation:

Open Access

Group Access

Creative Courses

1:1 Support from CWP

Theory of change into outcomes

Theory of Change into Outcomes

CYN Outcomes (Mapped to YF Framework / CYN Bespoke)

Improved communication	Improved relationships and leadership	Improved healthy choice (physical health)
Improved confidence and agency	Improved creativity	Improved wellbeing
Improved planning and problem solving	Improved resilience and determination	Reduced anti-social behaviour
	Improved management of feelings	

The Approach

What to measure?
How to use measures
meaningfully with
children and young
people

How to use
measures
meaningfully with
children and
young people

What was done...

- Trustee led survey / focus groups – what is important
- Trustee consultation – matching staff and YP thoughts, designing feedback
- Young Person Survey – which measures and how
- Young Person focus group – which measures and how

What to measure? Experience of Service...



Used across ALL projects 'Relationships' are a pillar of the CYN TOC

Need to monitor that young people are experiencing the 'mechanisms' that are fundamental to the achievement of outcomes.

“How you want people to engage with your activities; the kind of relationship you establish; and the thought processes you want them to go through in order to achieve the outcomes and impact you want...”

(NPC <https://www.thinknpc.org/resource>)

CYN 'mechanisms'

	1) Listening to them: about all aspects of their lives and being genuinely interested	2) Mutual respect: making sure to rebalance the power dynamic	3) Non – Judgmental: “Unconditional Positive Regard”, also modeling vulnerability to help them feel more comfortable/less judged WE BELIEVE IN THEM	4) “Professional Friend” – having a trusted relationship with an adult on a VOLUNTARY basis (i.e. they don't have to be there) but making the boundaries safe (i.e. knowing the difference between confidentiality and what would have to	5) Young-person-centered: being flexible to their needs, adapting the sessions to fit them, giving them a voice.	6) Focus on strengths: everything has a value and they have the power to make a difference	7) Facilitating and enabling positive relationships with each other:	8) Consistency: of approach (and all the above), same time, same place, same workers	9) Emotionally safe	10) Physically safe	11) Have fun	12) Empowering them to make choices, do things themselves, believe in their own judgements	13) Connections 1*: taking the time, having the patience, and tenacity to build that relationship over several meetings/week/months.
Possible statements													
The staff at CYN listen to me and are interested in what I have to say	✓												✓
My views and worries are taken seriously	✓	✓											
There is opportunity to voice my opinions and have my say on what happens and when		✓			✓							✓	
I feel comfortable to be myself here			✓			✓	✓		✓	✓			
I feel safe and accepted by other children and young people who come here									✓	✓			
I enjoy my time at CYN											✓		
At CYN there is an adult I trust and I can see them regularly				✓				✓					✓
	Possible answer combinations												
Option 1	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know							
Option 2	Always	Often	Sometimes	Never	Don't know								
Option 3	Certainly True	Partly True	Not True	Don't know									

Experience of Service

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't know
1. The staff at CYN listen to me	<input checked="" type="radio"/>					
2. The Staff at CYN are interested in what I have to say				<input checked="" type="radio"/>		
3. My views and worries are taken seriously		<input checked="" type="radio"/>				
4. There is opportunity to have my say on what happens and when	<input checked="" type="radio"/>					
5. I feel comfortable to be myself here			<input checked="" type="radio"/>			
6. I feel safe and accepted by other young people who come here		<input checked="" type="radio"/>				
7. I enjoy my time at CYN	<input checked="" type="radio"/>					
8. At CYN there is an adult I trust						<input checked="" type="radio"/>
8.a IF you agreed / strongly agreed with question 8, are you able to see that adult regularly?						<input checked="" type="radio"/>
9. I have experienced discrimination at CYN				<input checked="" type="radio"/>		
10. I have witnessed discrimination at CYN				<input checked="" type="radio"/>		
10.a IF you agreed / strongly agreed with question 9 or 10, did the staff at CYN effectively handle the situation?						<input checked="" type="radio"/>
11. I feel a sense of achievement from my activities at CYN		<input checked="" type="radio"/>				

Young Foundation Outcome Framework

Matrix of tools (2012)

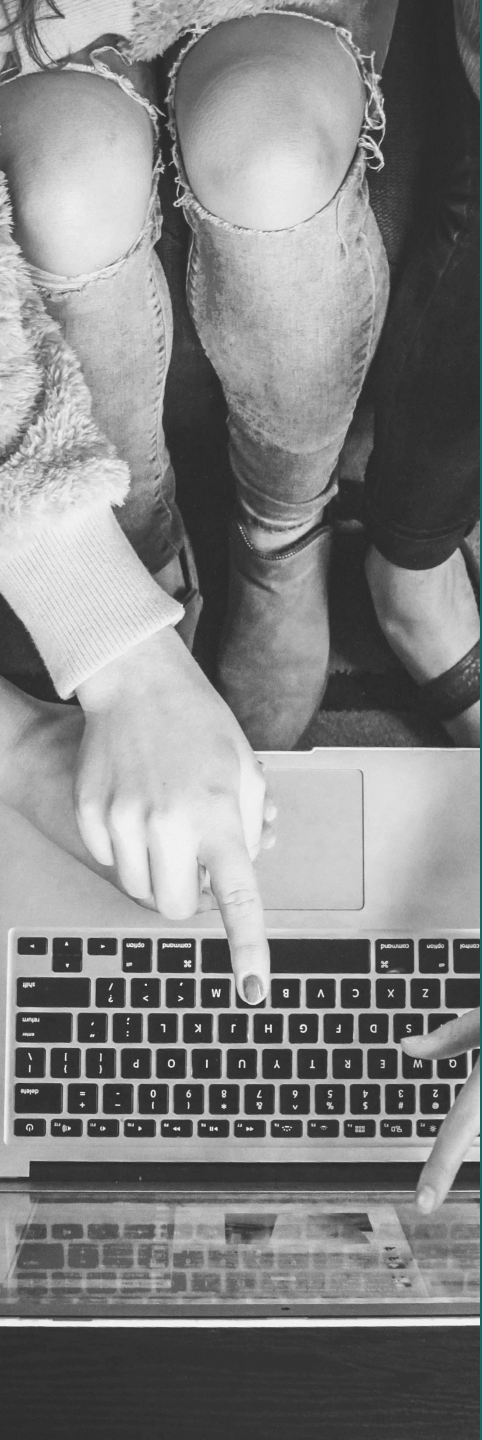
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Warwick and Edinburgh Mental Wellbeing Scale (WEMWBS)

STATEMENTS	NONE OF THE TIME	RARELY	SOME OF THE TIME	OFTEN	ALL OF THE TIME
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

The Framework

		Open Access	Open Access (workshops)	Small Group Work / Creative Courses	1:1 work (e.g. Wellbeing Practitioner)
	Measurement methodology	Youth Clubs or other open access meetings such as LGBTQ	Specific, one off workshops that have a set agenda and specific learning outcomes (e.g. a	Meet more than once (e.g. 10 weeks), have a specific agenda and preidentified outcomes	Any piece of work where a worker is enaging in a specific piece of work
Outcome	Practitioner / Youth Worker Assessment				
	Collaborative Goals / Milestones				
	WEMWBS				
Experience	Session feedback				
	Overall experience of service				



Breaking into Groups

Reflecting on your own work:

Go around group with brief introductions.

What is your current practice of engaging with Young People on outcome measures?
Where would you like this practice to grow?

What is your next step, or what barrier do you need support to overcome?

Your facilitator will share a Jam board for you to take notes. [ADD JAM BOARD LINKS]