

**CHILDREN'S AND ADULT
LEARNING DISABILITY
ENGAGEMENT TEAM**

ANNUAL REPORT 2024-2025

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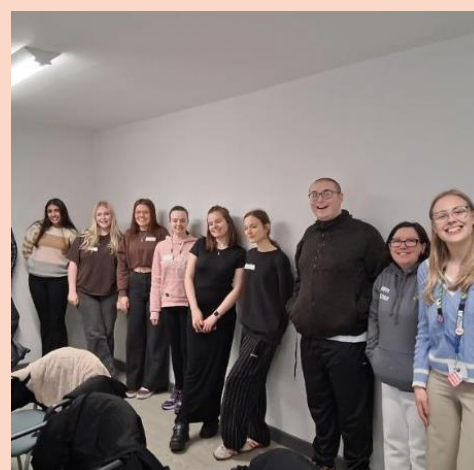


**Caring, Learning
& Growing Together**





The Children's and Adult Learning Disability Engagement Team have created this annual report to celebrate those we have worked alongside over the last year and their amazing accomplishments. They have been pivotal in shaping and improving our care.



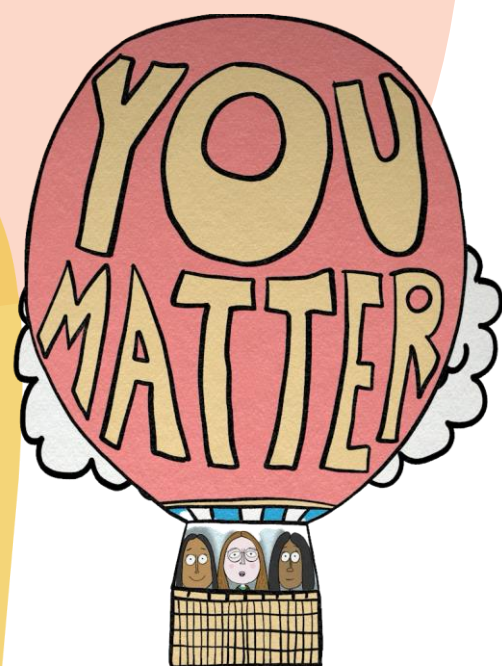
The division received funding from the Digital Delivery Group to create a new divisional website encompassing nearly 30 services across Children's and Adult Learning Disability Services.

The website was co-produced from start to finish with service users, stakeholders, and staff members. Over 17 adults with learning disabilities and 70 young people, including the Humber Youth Action Group, contributed to the development, co-producing animations, voiceovers, and characters. The website launched on the 29th October 2024 and within its first five months it has received over 32,000 visitors.

Website Features include:

- 28 co-produced animations introducing each team.
- 16 virtual tours of our buildings narrated by service users.
- A resource hub hosting over 1000 resources
- Easy Read documents.
- ReachDeck accessibility tool.
- Photographs of our staff members and service users at our Trust Buildings.

SCAN ME



I am completely blown away by the Connect Website. The original proposal was ambitious and what has been developed exceeds the original vision. I think it is brilliant how our staff and patients are part of the story.

Lee Rickles CIO, Director & Deputy
SIRO

The Humber Youth Action Group provides young people aged 11–25 who live in Hull and East Riding with the opportunity to come together as a collective and share their thoughts, ideas, and experiences to help improve and shape our services. We promote the group through local schools, colleges and youth forums as well as with our own children’s services and our group is always shaping and evolving and welcoming new members.

Spotlight

Maisy, a long-standing member of the HYAG, was invited to attend our Trust Board meeting. She shared her patient story explaining her journey through children’s and adult mental health services. She spoke about the benefits of being a HYAG member. One of the main projects she was part of was designing the Youth Recovery and Wellbeing College, which led her to gain employment with our Adult Recovery and Wellbeing College. She also shared her passion for becoming a clinical psychologist and is currently undertaking her masters at Sheffield University.



READ MORE



[Public Trust Board Meeting - 29 May 2024](#)

The group gives young people a really good opportunity to make new friends, boost their confidence, speak out and have their voices heard, and make a change to their community.

HYAG Member

Examples of Sessions



Sessions
between
2024-2025

Worked with staff from the ICB to share their experiences of accessing NHS 111, and how the APP can be improved for young people.

Invited by the Lead Nurse for Medical Education to deliver bespoke teaching sessions to junior doctors, to share their lived experiences of accessing CAMHS.

Collaborated with the Sensory Processing Service to enhance resources for teenagers with sensory processing difficulties.



The group co-produced a podcast with the Youth Recovery and Wellbeing College to promote their work which can be found on the Trust's YouTube Channel.

The group developed a person centred care plan to be used at the initial assessment for the CAMHS Children's Looked After team.

The group helped co-design a new team leaflet for the Humber and North Yorkshire Dynamic Support Keyworker Service.

Cancer Screening Project



Humber and North Yorkshire
Cancer Alliance

Our Trust has been successful in securing one of the first ever Cancer Innovation Grants from the Humber and North Yorkshire Cancer Alliance, through a joint bid alongside Humber NHS and North Yorkshire Integrated Care Board (ICB) and the Bridlington Primary Care Network (PCN).

This grant will enable the Trust to provide specialist support for people with learning disabilities, to improve access and engagement with crucial cancer screening focusing on breast, cervical and bowel.

The team has two specialist learning disability nurses and 5 experts by experience (EbE). Each expert has lived experience of one of the three cancer screenings.

Project Plan

- The aim is to identify the challenges faced by individuals with learning disabilities and explore ways to overcome them. This has been achieved through the experts sharing their lived experience, surveys, interviews, and case studies.
- To co-produce easy read resources, this includes three accessible videos for each screening to educate and encourage people to attend their health appointments. The video has been awarded the co-production stamp.
- To co-deliver training for a range of community staff members from Bridlington to become cancer champions. The experts will share their lived experience and advice on reasonable adjustments.



READ MORE



[Cancer help for East Yorkshire people with learning disabilities - BBC News](#)

I am passionate about helping people. I want to help the NHS as they need to improve. Cancer is an important topic to me. I have the skills to be an expert by experience as I am able to explain in a way that people can understand.

Josh Expert by Experience

Events



Our Connect Website launched 29th October 2024, services users were the focal point of the event, 2 young people (Katie and Alan) and 2 adults (Sophie and Alan) shared their experiences of being included in the project, and the importance of co-production.

We attended the first “Caring Together” event in February 2025 and presented one of our Quality Improvement projects to 100 attendees. We are proud to have included 4 services users who presented at the event.

READ MORE



[Caring Together Event, 13 February 2025 - YouTube](#)



We are delighted that Humber Youth Action Group members are being invited to team days to share their lived experiences to our staff. Katie attended the Neurodiversity Service team day in October 2024 to share her experiences of being neurodiverse.

Tracey attended the community learning disability team day. She shared a presentation about her journey from being a patient of the Trust to then being employed as an expert by experience. Tracey led an interactive session where the team had to summarise their thoughts and emotions around the team day through the use of song lyrics. This is one of Tracey's own personal coping strategies for managing her emotions.



Humber NHS Cadet Programme

The programme, which is ran in partnership with St John's Ambulance, gives young people the opportunity to access an 11-month programme. The programme aims to reach a diverse range of young people who have barriers to entering health volunteering and/or a health care career. As NHS Cadets, young people develop key skills, boost their self-confidence, and get to explore careers in the healthcare sector.

The first cohort of young people graduated July 2024. The cadets shared how the programme has inspired them to think about a career in the NHS and has helped them think about the different career routes into the organisation.

Wednesday 18th September saw the second launch of the Humber NHS cadet programme with 45 young people attending the session. The engagement team have focussed on promoting the programme through our own children's services and encouraging staff to come and talk at the sessions.



“ This has been an amazing programme for our young people. The work experience and skill development this programme provides are invaluable. ”

Wyke
College

READ MORE



First NHS cadets graduate in Hull as entries open for next class of 14-18 year-olds - Hull Live

Experts by Experience

18

Projects involving experts across the division

Cancer Screening

The team are working to improve access and engagement with crucial cancer screening programmes for adults with a learning disability.

CLEAR Project

Katie is supporting this transformation project funded by NHSE to improve the care delivered by CORE CAMHS.

Culture of Care

Townend Court is part of a national programme led by NHSE. Each team has a lived experience to promote co-production & identify quality improvements.



Dynamic Support Register (DSR) Animation

Three young people co-designed an accessible animation explaining the DSR, this will be hosted on the Connect Website.

Training

Tracey co-designed and co-facilitated a presentation of her experience of family therapy to Psychology Students at The University of Hull.

Connect Website

Two Young people supported the recruitment of the web designer, co-producing animation scripts and videos, and attended all strategic meetings.

Future Expert by Experience Projects

Sensory Processing Animations

The occupational therapy team are co-producing 8 bespoke educational animations in equal partnership with adults with a learning disability who experience sensory processing difficulties and their families/carers.

A young person has completed the Anna Freud Child and Adolescent Mental Health Services (CAMHS) Community Settings Training. This training will enable staff to have an improved understanding of the needs of young people with neurodiversity. Throughout 2025 this training will be co-delivered to all community CAMHS Services.

Anna Freud Autism CAMHS Community training programme

Infant feeding for mothers with a learning disability

To collaborate with the Hull Health Visiting team to develop accessible resources on infant feeding to support mothers with a learning disability. The key areas they would like to focus on are safe bottle feeding, bonding and attachment and breast feeding.

Parents and carers of children with complex physical health needs will use their lived experience to co-design 8 animations with the Children's Occupational and Physiotherapy teams. These animations will be part of a postural management training package for parents, carers, and education/respite settings to improve children's long-term health.

Postural Management Training Package

Learning Disability Week 2024

mencap

Every year, during the third week of June, we have learning disability week. It is a week where people show the world, what life is like if you have a learning disability. This year's theme is called – Do you see me?

“Do you see me?” is about people with a learning disability being seen, heard, and valued. Mencap want to celebrate the things that people with a learning disability do and challenge the barriers that people with a learning disability face.

The learning disability service hosted a celebration event in collaboration with Riverside in June 2024. Redwood Glades provided an accessible environment to host the event.

A group of adults with a learning disability co-designed the event. They chose activities meaningful to them which included singing, sign language, bingo, tombola, photobooth and refreshments. Each activity was facilitated by an adult with a learning disability.

Service users, families, carers and staff members attended the event. Seven adults with a learning disability delivered a speech of their achievements and barriers they have overcome.

**Do you
see me?**

Learning Disability Week
17th - 23rd June 2024



“It's important to be part of society and not be a label. If you have learning disability, don't put yourself down. Put yourself out there and don't be afraid to ask.”

Ben - Service User

Working with our wider community



Each year the Humber Youth Action Group choose a local pride to attend. This year they chose Goole Pride, which is young person led. They promoted the group to other young people and celebrated with the local community. They have previously attended Hull and Bridlington Pride.

The Learning Disability Community Hub Project aims to break down barriers for adults with a learning disability to provide an accessible way for people to access the help they need. There have been two community hubs in Hull and East Riding of Yorkshire, which were designed in collaboration with service users, families and carers. All services were brought to one place so people with a learning disability, their family members and carers could find out more about support in the local area.



The children's engagement team along with the Youth Recovery and Wellbeing College attended summer events led by partner organisations such as The Peel Project and Hull City Council's Healthy Holiday's Events. The aim of these events are to engage young people in meaningful conversations about health, promote our youth-led initiatives and make connections with our local community.

The Learning Disability Partnership Board, established over 20 years ago. Service users, family members, carers, and professionals from various sectors attend. It gives people a voice to influence service improvements in the local community. The learning disability engagement lead supports adults with a LD to attend the meetings.



Health Stars

6

Initiatives with Health Stars

Video

Health Stars have approved our wish to fund an additional video for the lung cancer screening as an extension of the existing project.

Walker Street

Health Stars have funded the new and improved waiting room and garden at Walker Street actioning feedback from service user and families experiences.

Resources

Health Stars have funded easy read posters and models to ensure information about cancer screenings are accessible. As well as sensory items for waiting rooms.



West End

Health Stars have funded the purchasing of sensory equipment for Westend, to support service users who attend the building for appointments.

Granville Court

We are exploring creating a time capsule to capture memories and say goodbye to the old Granville Court. As well as enhancements for the new build.

Humber Youth Action Group

The HYAG are exploring future joint fundraising projects to enhance our Children's Services.

Walker Street

This project started following feedback from children, young people, their families and staff stating the original waiting room at Walker Street was clinical and uninviting.

On 26th October 2024 we opened the new Walker Street waiting room area. This work was in collaboration with our staff, service users and their families, Health Stars, Estates, and the Engagement Team. The newly designed waiting room will truly enhance the experience of children and young people utilising this space. Its clever design has brought what was a small, clinical looking, blank area into colour, and has brought the newly designed gardens indoors to make a calm, relaxing and welcoming space for all.

The use of inviting colours, curved walls, specialist seating, soft lighting, sensory walls, and privacy areas, offer young people and their families a safe and comfortable place. It also has engaging activities for those who would like to utilise them, taking into consideration a broad spectrum of sensory needs, as this was a priority for the young people involved in its creation. The space also has an interactive projector, which displays on the floor in the centre of the room providing entertainment for all ages.



"The transformation of the waiting room is absolutely fabulous. We wanted to create a more colourful, vibrant and welcoming space for the children and young people who visit the Walker Street Children's Centre, especially those with neurodiverse needs. A child who saw the new waiting room said it was a 160% better. We couldn't have asked for better feedback! Thank you to everyone who made this possible."

Michele Moran, Chief Executive

Training



Five young people from the HYAG shared their stories and engaged with mental health nursing students at Hull University, offering unique insights into how future mental health professionals can improve care delivery. Their contributions allowed students to better understand the challenges young people face and how they can enhance the experiences and outcomes for those accessing mental health services.

The speech and language therapy team deliver an established training package. This includes dysphagia, communication and intensive interaction. The trust have employed an adult with an LD to co-deliver the sign language training. The team are also exploring funding to film videos of service users, families and carers to share their experience of speech and language intervention which will be included in the training presentations.



Katie has undertaken the Anna Freud Autism CAMHS Community training programme and will be supporting the co-deliver this training to staff across Community CAMHS.

Take the Lead is a training course for people with a learning disability and autistic people living in Yorkshire and Humber. Dawn completed the level 1 course and Mark completed level 3 course. The training supports adults with a learning disability to gain skills and knowledge to support attendance in meetings. As well as build confidence to speak up for themselves and others.



Interview Panel Volunteer

Humber Teaching NHS Foundation Trust has a system in place to promote its commitment to work in partnership with its service users, families and carers.

The trust acknowledges the involvement of interview panel volunteer benefits both patients and the Trust. Their perspective positively influences recruitment and selection decisions, which is crucial to the delivery of high-quality services.

The learning disability service did not have a standardised approach in place. The learning disability service have explored promoting an accessible and inclusive approach with the long-term plan to embed and sustain.

The pilot project

- Service users co-produced an easy read booklet and easy read score sheet for adults with a learning disability to use. These documents were awarded the co-production stamp.
- The learning disability service have 13 registered volunteers to support interviews.
- In a 6 month period, 9 volunteers have been invited to interviews.
- Following positive feedback the learning disability service are committed to continue utilising interview panel volunteers for future interviews.



Being part of
an interview



Easy Read
Booklet



Ben's input was really helpful in giving his view of what he holds of value in a caring supporting staff member. His questions were from a service users view and questions that we had not thought about. He was able to give us a different perspective. Ben was an important member of the recruitment team and made us drawn attention to the values of the candidate. Ben was great in his approach and gave some thoughtful feedback after our scoring. Thank you, Ben!

Deborah Cahill

Divisional Clinical Lead for Learning Disability
Services

Staff Engagement

6

Hosted 6 Divisional SCOPE Champion Meetings

EBE

We hosted a dedicated training session in partnership with our PACE team so staff could gain a better understanding of our EBE process.

FFT Dashboard Training

Our SCOPE's received a bespoke training session from our power BI dashboard team to support their understanding of FFT feedback.

Recording Compliments

Staff received information and guidance on the process of recording compliments, they receive from our patients/ service users.



Staff Champion of Patient Experience

Interview Panel Volunteers

We shared the resources encouraging the involvement of service users in interview panels across the division.

Health Inequalities Strategy

Our Trust's Health Inequalities Team attended the group to gather feedback about the Trust's new Health Inequality Strategy.

Supporting Connect

All SCOPE's were given regular feedback on the development of Connect and the co-production approach taken.

Awards



Humber Youth Action Group was presented a special recognition award for their contribution to the patient and carer experience and continuous improvement agenda over the past three years.

Mark received a place on the take the lead training facilitated by Inclusion North. Take the lead training is an advanced leadership course for people with learning disability and autistic people. The training included 5 online sessions and 3 day residential stay in Leeds. Mark attended his graduation in February 2025 in Leeds where he presented his project and received a certificate.



The Humber Youth Action Group have been honoured with a special recognition award in the 'Young People's Voice for Change in SEND' category. The award was presented at the Special Educational Needs and Disabilities (SEND) Best Practice event on 13th February 2025, held in Sheffield.

Our Humber Youth Action Group were proud to be nominated for the Wendy Mitchell, Patient and Carer Experience staff award. They had a great time on the night celebrating.



It was lovely to speak to the 2 young people who have really valued being part of the project and the Humber Youth Action Group, I could really tell in speaking to them how you have helped give them a voice and have made them feel very valued, in discussing and hearing about their plans for the future and the passion they have was refreshing.

Max Garton- Connect Launch

Thank you to your patients who supported your presentation – they were all fabulous. They stole the show. The feedback we are receiving is a testament to their involvement with your services and how you support them to participate in the involvement agenda.

Mandy Dawley- Assistant Director of Patient and Carer Experience and Co-production

I would just like to say a big thank you. The young people in the meeting were very helpful and it was so nice that they have offered to help me!

Claire Douglas
Advanced Occupational Therapist

I really enjoy working with you both. It's these sessions that brighten up my week.

Nikki Titchener-
CAMHS Service Manager

You are an amazing team and so proud of you all.

Justine Rooke-
General Manager-
C&LD

As a presenter on the day, she offered so much insight and wisdom from her life experiences and was an excellent educator for the Clinical Psychology students as well as for us as her colleagues on the teaching team. I am looking forward to working with her again, looking at the university feedback and preparing a session for CTLD team meeting.

Nuala Cullen-Family & Systemic Therapist

I can't believe I actually did it and how much I enjoyed it. my favourite part of working with the students. I am happy and proud to be an expert by experience. I can't wait for the next opportunity.

Tracey- Expert by Experience

Having a job means I am able to make a meaningful contribution to the world and feel like other people.

Diamond- Expert by Experience

Thankyou so much for your time and thoughtfulness to help us work out ways to improve the core CAMHS service, it was an honour to visit your group.

Juliet McGilligan- NHSE

It's amazing that the group gives up their time to improve services. The sensory service will definitely benefit from their honest feedback and the group sharing their own experiences. Thank you again and I'm looking forward bringing the changes back.

Sally Ward- Clinical Lead
Sensory Processing Service

The trainee listened to us more than any other professional before.

Hull CTLD- FFT Feedback

I enjoyed coming to the event as I find it easier to talk face to face rather than phone call.

Visitor - LD
Community Hub

It was amazing, I enjoyed listening to their answers to my questions.

Ben Interview Panel
Volunteer

HYAG has offered me numerous opportunities to develop skills in communication. Working as an expert by experience on a health inequalities project, offered me an opportunity to develop my knowledge on social issues which affect healthcare, something directly related to the Social and Political Sciences degree. Working with NHS professionals has also improved my confidence so much and I really feel that my voice is valued!

Katie L- HYAG Member

This training is so important so that children and young people can receive the correct care suited to their needs and so that professionals feel more equipped to give their patients the best possible care.

Katie P- Expert by
Experience

The workers here are so kind and helpful, listen to my problems patiently and solve it for us.

East Riding 0-19- FFT Feedback