

School Nurse

Champions

Local Coordinators

**ASDAN
Award Guidance**

Handbook



ASDAN 2015/2016
Customised Accreditation



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Introduction

A School Nurse Champion is a young person who volunteers to give advice to their School Nursing Service to help improve the services that young people in their area receive. Their role is to find out what other young people think about the school nursing they receive and work with staff from the School Nursing Service to advise them on any changes they should make.

Support for local areas who wish to implement School Nurse Champions in their local areas is available from The British Youth Council. This document is a guide for staff setting up and co-ordinating the School Nurse Champion programme in a local area.

This handbook also includes information about the ASDAN accredited award that is available to young people taking part as School Nurse Champions.

What do School Nurse Champions do?

There are four steps to the School Nurse Champion Process:

Step 1: School Nurse Champions and their support workers attend a British Youth Council Training day to develop their skills and understanding of the process.

Step 2: School Nurse Champions then carry out a consultation with other young people (either a questionnaire or a focus group) to gain their opinions on School Nursing.

Step 3: At the end of the process School Nurse Champions take part in a discussion day to analyse their findings, and share their results with the School Nursing Service and other stakeholders. During this day School Nurse Champions work with School Nurses to identify changes that can be made to the service.

Step 4: As part of the discussion day School Nurse Champions complete their final report and any accreditation paperwork so that they can receive their accreditation.

School Nurse Champions give feedback to the School Nursing Service themed on 5 key questions, these are:

- How accessible do young people think the service is?
- How much are young people aware of the services on offer?
- How far do young people believe they can access the service confidentially and privately?
- How much do young people feel the service will treat them with respect?
- How far do young people feel able to access the help and support they want through the service?

More details on what School Nurse Champions take part in can be found in the young people's handbook

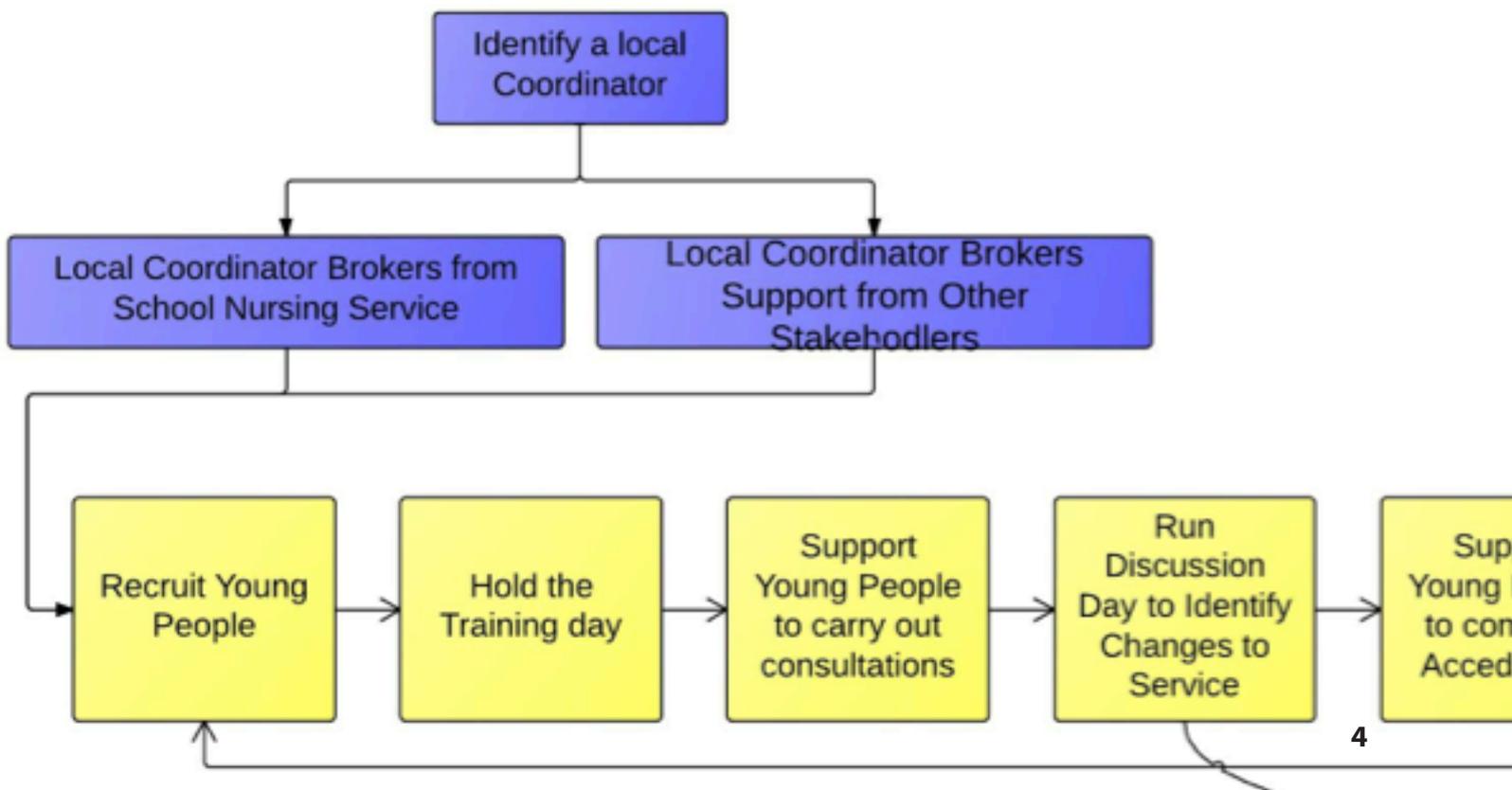
What does the local coordinator do?

The local coordinator is an individual who takes responsibility for implementing the School Nurse Champions in their local area. They have oversight of the programme, and must focus on ensuring:

1. Young people have appropriate support in place from staff who understand the School Nurse Champions Programme.
2. Other staff, services, stakeholders and key individuals are aware of School Nurse Champions and supportive of its implementation.
3. The School Nursing Service and other key stakeholders commit to receiving the findings of the School Nurse Champions and are willing to work collaboratively to implement service change when possible.

This document contains advice and guidance for the local co-ordinator on undertaking their role and implementing School Nurse Champions in their area.

Implementing School Nurse Champions in Your Area



Putting things in place before you start...

Before starting to work directly with young people there are a number of things we recommend each local area puts in place to ensure the process runs effectively:

1. Choose a local co-ordinator

We recommend that a single member of staff takes overall responsibility for co-ordinating the programme and becomes the 'local coordinator'. Ideally this person will need some understanding of supporting programmes designed to give young people a voice and general group work with young people. Throughout the programme the local coordinator will need to be actively involved with the young people by working with them directly through the various stages of the process or they will need to identify other colleagues to do this on their behalf. The local co-ordinator does not have to be member of staff from the School Nursing Service; depending on how you are implementing and resourcing the programme in your area and the skill mix of staff involved, it may be preferable to identify a coordinator from the youth participation team, a school or another setting. The role does not require a dedicated post and can form part of the workload of someone with similar responsibilities and roles. The local co-ordinator will be able to access support from The British Youth Council to help them co-ordinate the programme.

2. Get support from the School Nursing Service

In all cases, the School Nursing Service will need to be fully supportive of the programme, aware that it is happening and willing to listen to feedback from young people. If the local coordinator is from the School Nursing Service the coordinator will need to communicate what they are doing clearly to their colleagues and discuss the sorts of support they would like from them, as well as the overall purpose of the School Nurse Champions programme. If the local coordinator is not from the School Nursing Service this step becomes especially important. In this case we recommend that the local coordinator identifies who the key senior managers within the service are and discusses the process with them before going any further. After this they may wish to work with the senior managers to identify other key staff from the School Nursing Service who will support the programme.

As a minimum, staff and/or stakeholders from the School Nursing Service will need to be willing to participate in the discussion day, receive the outcomes of the programme and consider implementing any changes based on the recommendations of the young people. The focus of School Nurse Champions is to improve the School Nursing Services by creating change based on the views of young people. To achieve this, the service must be ready and willing to receive young people's views and willing to consider implementing any changes identified. It is important to note that School Nurse Champions is a collaborative process between young people and adults. Being willing to listen and respond fairly to young people does not mean that the service has to commit to implementing everything young people want - some suggestions may simply be beyond budget!

3. Get support from Senior Stakeholders

As well as getting support from the School Nursing Service we also recommend the local co-ordinator thinks about other key stakeholders that influence the delivery of School Nursing Services in their area. You may wish to invite these stakeholders to be part of the discussion day or to receive the reports written by young people.

Key Stakeholders could include

- Senior Managers from within the School Nursing Service
- Head Teachers
- Commissioners with responsibility for School Nursing
- Key local authority officers such as Directors of Public Health and Directors of Children's Services
- Members of the Health and Wellbeing Board

Key Stakeholders may wish to use the School Nurse Champions finds as part of wider service developments such as annual reviews, service inspection and quality assurance or the Joint Strategic Needs Assessment.

PRO TIP: If you are working with senior stakeholders who you want to attend the discussion day (see below for more details on this) you may wish to give them the date of this well in advance as they will have heavy diary commitments.

4. Choose a Timescale

School Nurse Champions has been designed to be a short process for young people which is easy for them to complete. We recommend that a single group of young people can go through the process above in a period of 2 weeks to 2 months, ideally as quickly as possible. The accreditation requires young people to give up a minimum of 10 hours of time to complete and we estimate that that may need to put in up to 20 hours to complete the entire process. It is likely that if young people are asked to commit more than this, either by running the process over longer than 2 months or for more than 20 hours, you may have issues with motivation and retention of young people. After a single group has completed the process once and if you still wish to continue the programme we recommend you give members of the first group the option to continue if they wish and also think about recruiting a second group of young people to maintain numbers.

How many times you repeat the School Nurse Champions process will depend on

- How many different settings you wish School Nurse Champions to be actively consulting with young people in
- How often you want those settings to receive feedback from School Nurse Champions

For instance, you may choose to run the programme in a single school or community setting at one time and move on to a second setting when this is completed and, recruit a new group of young people from that setting to take part. Alternatively, you may wish to recruit School Nurse Champions from across a local area and support them to consult with young people in a variety of settings at once. You may then choose to repeat this process once per year as part of the annual planning cycle. It may be useful to discuss the timescale with the School Nursing Service and any key stakeholders you have identified.

Starting to Work with Young People as School Nurse Champions

The local coordinator will need to be responsible for putting in place the right support to work with young people as School Nurse Champions depending on the setting they are operating in and who they are. They may wish to do this by providing the support themselves, co-ordinating staff that they manage to provide this support or working with other key partners to support the programme. The local coordinator will need to think about the following things when starting to work with young people as School Nurse Champions:

Recruiting Young People

How you recruit young people will depend on the setting you are operating in and the publicity poster and Young People's Handbook can be used to help discuss the programme with young people.

When recruiting we recommend that you:

- Think about the diversity of the group you recruit and try and ensure that it is reflective of the population that access your School Nursing Service.
- Consider spending time talking one to one or in small groups about School Nurse Champions to young people who regularly access your provision - this is always more effective than simply putting a poster on the wall.
- Developing a relationship with other partners such as school teachers or youth workers who are willing to talk to the young people they work with about the School Nurse Champions Programme. In this case your partners might also be key stakeholders who support the School Nurse Champions Programme.
- Only recruit young people when you are able to offer them a place on the training day or other opportunity shortly after making contact with them.

Arranging the Training Day

The training day is for young people who want to become School Nurse Champions and adults who will be working with them to support the programme. Both the young people and the adults participate in the programme simultaneously. All of young people who are going to become School Nurse Champions take part in the training day, however you may wish to limit the number of staff, for example by inviting just one from each setting.

The training day will be delivered for you by the British Youth Council at a venue of your choice and can be delivered for up to 20 participants.

The local coordinator will need to

- Arrange the venue, timings and refreshments
- Invite the young people and adults who will be supporting the programme
- Choose a suitable date for participants and a BYC trainer.

Training Day Learning Outcomes

1. Knowledge

- a. Understand the School Nurse Champions process and your role in it
- b. Understand how the final analysis and reporting day will work
- c. Understand how to achieve the ASDAN accreditation
- d. Understand the roll of a School Nurse Champion local coordinator and supporting adults

2. Skills

- a. Be able to plan how you will consult with other young people
- b. Be able to conduct and analyse a questionnaire with other young people based on a set template
- c. Be able to run a small focus group with peers about school nursing based on a set format
- d. Be able to complete their final report based on a set template
- e. Be able to present and discuss their findings with the School Nurse Service

3. Attitudes

- a. Demonstrate a commitment to young people having a role in shaping the services they access
- b. Demonstrate an inclusive and respectful attitude to young people participating in the consultation
- c. Demonstrate a respectful and collaborative attitude to giving feedback on School Nursing Services

Supporting Young People to conduct their consultations

The training day provides young people with the skills to carry out a small focus group or questionnaire within a setting of their choosing. At the end of the training day supporting adults and young people are asked to write an action plan detailing the steps they will go through to carry this out. This should help identify the practical support that young people may need to achieve their goal. This could range from support finding a space for the focus group in their school to providing access to a photocopier for the questionnaire. We recommend that whilst young people are carrying out their consultations, a supporting adult meets or checks in with them regularly to see how they are getting on, helping to resolve any issues and provide ad hoc support.

How you do this is up to you and will depend on the setting you are working in - for instance if you are running the project over a long time scale you may want to bring the group together on a regular basis or if you are operating the programme as part of another setting it could be built into a regular lesson or meeting.

Running the Discussion day and feeding back to The School Nursing Service

A key task of the Local coordinator is to arrange and facilitate the discussion day. The discussion day serves two purposes

1. To bring young people who took part in the training back together to analyse and discuss their findings.
2. To enable key staff from the School Nursing Service and other stakeholders you have identified to meet directly with young people and discuss and agree any changes that can be made to the School Nursing Service.

The discussion day also marks the end of a full 'run' of the School Nurse Champions process. Young people who have taken part should have undertaken enough hours to gain their accreditation and the discussion day should identify clear findings and outcomes that can be used to improve School Nursing Services. If you are not intending to run School Nurse Champions as a continuous process it can provide appropriate time to stop /pause the programme.

The local co-ordinator will need to organise and run the discussion day and invite all the relevant parties. The active participation of key staff from the School Nursing Service and other key stakeholders you have identified is crucial to making the process work. Some suggested activities for facilitating the day are included below, however you may wish to vary this depending on the setting within which the programme is taking place.

Discussion Day: Suggested Programme

The Discussion day can be split into two workshops lasting 1-2 hours each which can be run one after each other on the same day. The first half of the day should take place with just the young people involved in the programme and any support workers needed. For the second half of the day you will need to invite relevant stakeholders to hear the findings of the young people and discuss recommendations for change.

Workshop 1

The first workshop should take place with just the young people and the support worker(s) during this workshop:

- School Nurse Champions count and record the responses to any questionnaires that have been collected.
- School Nurse Champions share, organise and record the findings of the questionnaires and the focus group with each other

Workshop 2

The second workshop should take place with the young people, support workers and School Nurse Staff or Other Stakeholders. During this workshop:

- School Nurse Champions present their findings to the School Nursing Service Staff and stakeholders

- Champions, Staff and Stakeholders work together to agree recommendations for change
- Champions complete their reports and any accreditation paperwork

Workshop 1 Plan

Time: 1 - 2 hours (dependant on numbers of questionnaires)

Resources: pens, paper, questionnaire responses, flipchart

Participants: School Nurse Champions

Counting the Questionnaire

This can be a long and tedious process and there are no easy shortcuts, so get everyone together to work on it as one group, get some music on, and socialise while you are doing it! You will need to support the group to think about how they will organise themselves to count.

Before you help the group think through the following advice:

- Use question 1 to divide the responses into two categories - people who have visited the school nurse and people who haven't - this will let you analyse the responses separately.
- Depending on how the group has collected the questionnaires, you may wish to categorise or split the responses even further, for instance by individual school. This can make the counting more complex however.
- Remember to count the overall number of responses received for each question as well how people responded. This will allow you to show the response as a percentage or fraction.

By the end of the process you should be able to give statements like:

Of the 50 people who said they had visited the school nurse - 60% (30 people) said they thought it was confidential, 44% (22 people) said they thought it was not and 6% (3 people) did not know.

Of the 20 people who had not visited the school nurse 50% (10 people) said they thought it was confidential, 40% (8 people) said they thought it was not and 10% (2 people) did not know.

Share, Organise and Record the Findings

After the group has analysed the questionnaire you will need to help them discuss the findings of both the questionnaire and the any focus groups they have run with each other and help them think through any findings. If they have already spent time analysing the questionnaire they should be aware of the results, however, you will also need to ask individuals to share their experiences of the focus groups. This is best approached as a single group discussion, though depending on your setting and how the group have conducted the consultations, you may wish to split them into smaller groups, for instance having one group for each setting they have spoken to young people in.

Before you start the discussions remind the group of the 5 key questions - we recommend you draw each of the five key questions on a separate piece of flipchart paper.

- How accessible do young people think the service is?
- How much are young people aware of the services on offer?
- How far do young people believe they can access the service confidentially and privately?
- How much do young people feel the service will treat them with respect?
- How far do young people feel able to access the help and support they want through the service?

Ask the group to share information they have collected through their consultations and record it under the different questions. During this activity you will need to promote and encourage discussion, to help the group compare their findings, and to reflect on the things that other young people are saying. At the end of the discussion ask the group to record their findings in the “My School Nurse Champions Report” in their handbooks. Make sure the group are confident to explain and feedback their findings to the School Nursing Service.

Workshop 2 Plan

Time :1 - 2 hours

Resources: pens paper, post it notes, flipchart, notes from morning session

Participants: School Nurse Champions, School Nursing Service Staff and/or other key stakeholders

School Nurse Champions present their findings to the School Nursing Service Staff and stakeholders

The afternoon of the discussion day should be an informal, collaborative discussion between the School Nurse Champions and staff from the School Nursing Service or other key stakeholders. A key stakeholder could be anyone who has an interest in hearing young people’s opinions on the School Nursing Service and is able to make changes to the service based upon this. For instance it could include, commissioners, head teachers or senior local authority managers. It is important for the School Nurse Champions to understand that all of their ideas may not be acted on because there will be limitations on what can be done. Equally it is important for the School Nursing Service and stakeholders to understand that they are making a commitment to responding to the School Nurse Champions. Responding does not mean having to implement every idea but it does mean having to respond honestly and explain why idea cannot be implemented.

For example, the School Nurse Champions may feel that the service would be improved if a school nurse was on site every day of the week. The School Nursing Service would probably agree with this but it may not be realistic when taking into account how many Nurses they have available. In this instance the School Nursing Service would need to talk through the amount of nurses they have openly with the School Nurse Champions to enable them to understand the limitations.

To help the discussion process you may wish to use the following format:

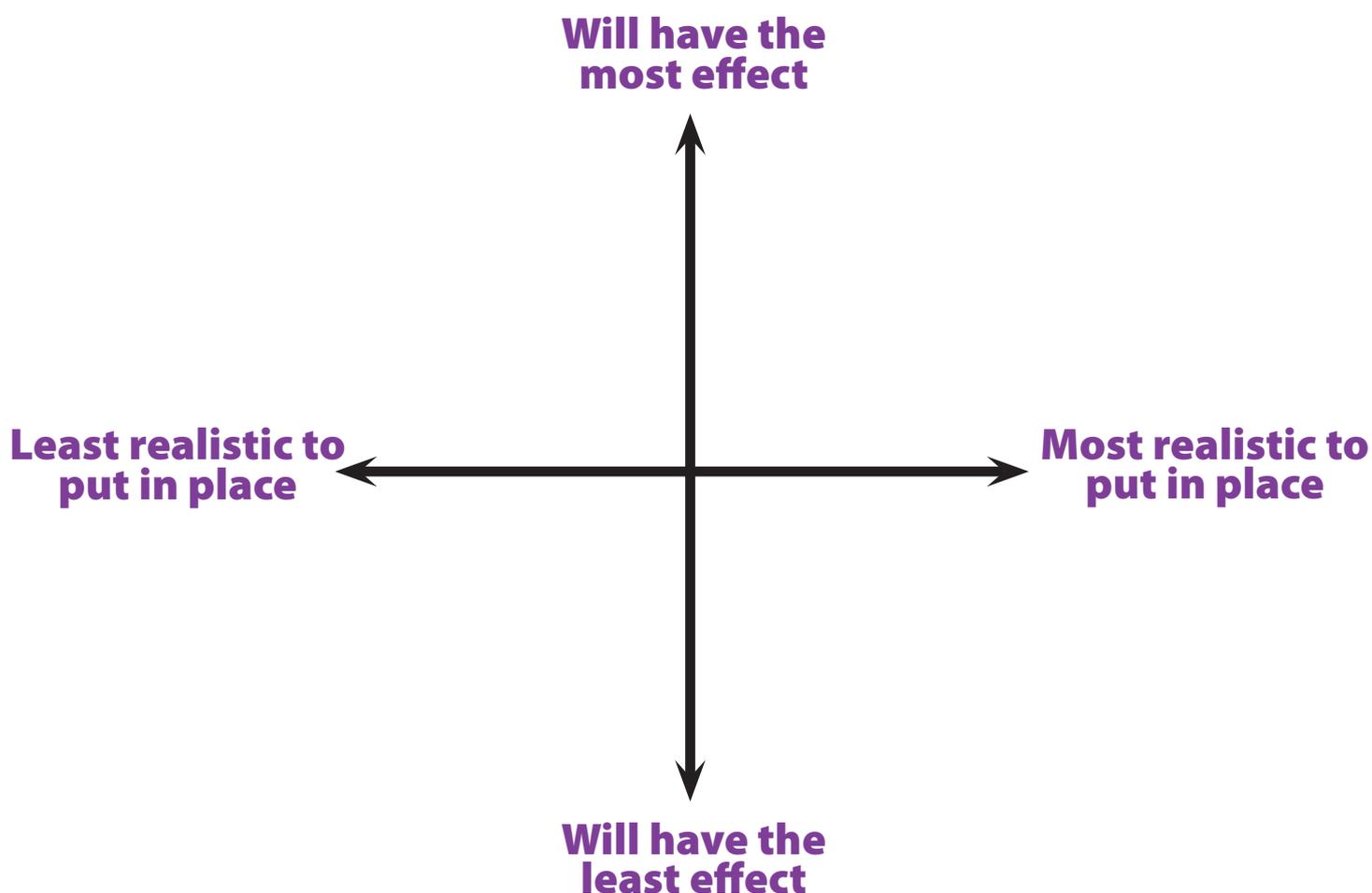
- **Step 1:** Ice breakers, introductions and name games - like any meeting people need to be introduced but it doesn’t have to be formal - why not use some of the name games that were used on the training course to break the ice? Making the process as informal

as possible will help everyone get the most from it.

- **Step 2:** Ask the School Nurse Champions to present their findings from the morning's activities. - This should focus on what young people have said about the School Nursing Service. It should focus on identifying the positives and the negatives.
- **Step 3:** Ask the School Nursing Service staff/Stakeholders to respond to the findings - do they agree with what the School Nurse Champions have found, is there anything surprising? The School Nurse Champions can record the responses in the 'My School Nurse Champion Report' section of their handbook.

Champions, Staff and Stakeholders work together to agree recommendations for change

- **Step 1:** Ask the School Nursing Service Staff and Stakeholders and the School Nurse Champions to work together to discuss ways in which the service could be improved. Start by asking them to come up with as many ideas as possible, recording each on a separate post it note. The School Nursing Service staff and stakeholders may have concerns at this stage that unrealistic ideas are being generated - reassure them that this will be dealt with at a later stage.
- **Step 2:** Draw the diagram below on flipchart ask the group to place the post it notes on the cross hair based upon how effective they think each idea it will be, and how realistic (i.e affordable, safe, within the policy etc) each idea is. Encourage them to discuss and move ideas around, in particular the School Nursing Service Staff and Stakeholders will need to decide on the realism of each idea.



At the end of this activity ask the group to reflect on the ideas that are in the top left quadrant. These are ideas that are both likely to have effect and are realistic. Identify which ones that everyone present agreed can be the recommendations for change. The School Nurse Champions can record these ideas in the 'My School Nurse Champion Report' Section of their handbook.

- **Step 3:** If the discussion has gone well the School Nursing Service Staff and Stakeholders should now have some ideas that they are happy to take forward to improve school nursing. Invite them to comment on what they will do as a result of this discussion and to thank the School Nurse Champions.
- **Step 4:** Champions complete their reports and ASDAN Log Book. The School Nursing Service Staff and Stakeholders can now leave, use any of the remaining time to evaluate with the School Nurse Champions and to complete the Being a School Nurse Champion Log Book.

ASDAN Award Accreditation

Supporting the young people to complete the accreditation

The School Nurse Champion ASDAN Award has been designed to recognise and accredit the work that young people undertake as a School Nurse Champion. All of the activities that School Nurse Champions undertake can count towards an award which requires young people to record at least 10 hours of activities in the 'Being a School Nurse Champion Log Book'. As a local coordinator you may wish to promote this award to young people, and support them with completing the log book and moderation form. The ASDAN award will be discussed on the training day and for further details please see the 'Being a School Nurse Champion Log Book'.

What is the award?

Young people are keen to make a real difference in their local communities, the ASDAN Award is just one of the ways young people can be recognised. The School Nurse Champion ASDAN Award has been designed to recognise and accredit the work that young people undertake as a School Nurse Champion. All of the activities that a School Nurse Champion undertakes can count towards the Award.

Who is the award for?

The School Nurse Champion ASDAN Award is open to any young person that is a recognised British Youth Council, School Nurse Champion.

Why should young people take part in the award?

- The award recognises the hard work, dedication and time commitment that young people have put into being a School Nurse Champion
- The award will look great on CVs and/or in Record of Achievements and provide potential employers and educational establishments with evidence that young people have volunteered as a School Nurse Champion.
- The award will encourage young people to reflect on the work that they have done as a School Nurse Champion and help them recognise new skills developed.

What are young people required to do?

School Nurse Champions must commit to completing at least 10 hours of activities, no individual activity can count for more than two hours, this is to ensure that there is a variety of activities within the log book and that different skills are being used.

The logbook has been designed to enable young people to keep track of all the activities that they undertake whilst completing the School Nurse Champion tasks. The log book has been designed to make the award as simple as possible to complete.

What are School Nurse Champions Local Coordinators required to do?

- You may want to meet with your School Nurse Champions either individually or as a group to help you them plan the work activity

- You may wish to assist those young people that struggle with written work to complete the log book
- Encourage young people to complete their log book after each activity, rather than leaving it to the end of the programme
- You may wish to proof read, and check log books before submission to ensure that they meet the correct criteria
- Ensure that log books are submitted to the British Youth Council by the moderation deadline, along with a moderation form.

Is competing the log book the same as writing the report?

No. Young people should think of the log book like a diary. All of the activity that they are required to do as a School Nurse Champion such as attend training, organise focus groups, prepare questionnaires and report writing should be logged within their log book. They should easily attain the 10 hours required for the award.

| Activity | Brief Description of Activity |
|---|--|
| Attend School Nurse Champion Training | Young people will need to take part in the School Nurse Champion training session |
| Researching what a School Nurse does | Some of the young people will have to undertake research to ensure they fully understand the role of a School Nurse. |
| Plan when to do focus groups | School Nurse Champions will need to work closely with the school to plan the focus groups. |
| Recruit students for focus groups | School Nurse Champions will need to devise a recruitment strategy to ensure they have students willing to take part in their focus groups. |
| Facilitation of focus groups | School Nurse Champions will have to facilitate the focus groups. |
| Compile results from focus groups | The results of the focus groups will need writing up, with themes and trends identified. |
| Plan how to distribute the questionnaires | School Nurse Champions will need to organise the distribution of questionnaires to ensure they reach a good cross-section of respondents. |
| Analyse the results | The data will need analysing and presenting in a meaningful way |
| Prepare for the discussion day | Information will need collating ready for the discussion day. The School Nurse Champions may need to prepare notes, handouts etc. |
| Meet with school nurse/ service | The School Nurse Champion will need to arrange a meeting with the School Nurse to discuss and share findings. |
| Compile report | Write up the final report. |

Do young people get a certificate?

Each completed School Nurse Champion log book will have to be submitted to BYC for moderation by the dates provided. On successful completion of the moderation process, young people will receive an ASDAN Award certificate.

Cost

The cost is per young person log book submitted:

British Youth Council Member's rate: £20.00

Non member rate: £30.00