



Knowsley Children
and Young People's
Services

KNOWSLEY YOUNG ADVISORS

DCFS

Engagement & Participation Team
Knowsley MBC

Presented by:
Elisha Moran
Julie-Anne Hornby
Phil Delahunty



Knowsley Young Advisors

Background

Knowsley Young Advisors are young people aged between 16 - 21, who guide community leaders and decision makers on how to engage Children and Young People in community life, regeneration and renewal. Young Advisors can help you and your partners design your programme, facilities, strategy and action plans to enable you to get it right first time.

Young Advisors can show adults how to discuss, design and consult with local communities throughout the decision making process, at all levels of governance. They can provide 'youth proofing' services on regional and boroughwide strategies, local or neighbourhood level project plans and proposals.



Knowsley Young Advisors

Young Advisors are locally recruited and professionally trained by the Young Advisors Charity and Knowsley Metropolitan Borough Council (KMBC) to provide links between professionals, young people and their communities, ensuring that plans and delivery are relevant and respected.

Young Advisors bring unique expertise and knowledge about being young in their area, to influence organisation's strategic planning, decision-making and budgeting processes. They can also work directly with other children and young people to encourage them to get involved in their community and issues important to them.



What were we asked to do

Government Office North West – Regional Teenage Pregnancy Team commissioned Knowsley's Young Advisors to carry out a mystery shopper visit to Sexual Health Services in each of the following four towns: Crewe, Knutsford, Winsford and Macclesfield.

Young Advisors went into the services alone or in pairs in order to identify how user friendly the service was for young people.



Where we were asked to go

The Young Advisors were asked to assess the following:

- Emergency Hormonal Contraception (EHC) - Crewe
- Pregnancy Testing - Winsford
- Long Acting Reversible Contraception (LARC) - Macclesfield
- Chlamydia Screening - Knutsford



What we were asked to look at

Whilst undertaking the mystery shopping of Sexual Health Services Young Advisors took into account the following issues:

- How easy was it to get to the service?
- Where there any barriers? If so, what were they?
- Was the experience good? If so, why? If not, why not?
- Did you get what you needed?
- What could be improved?
- What would we like services to provide?
- Who would we like to provide them?



Before the Young Advisors could make their initial visits to each of the areas research was carried out using the internet. We did this in order to identify which services were available and the times that services could be accessed

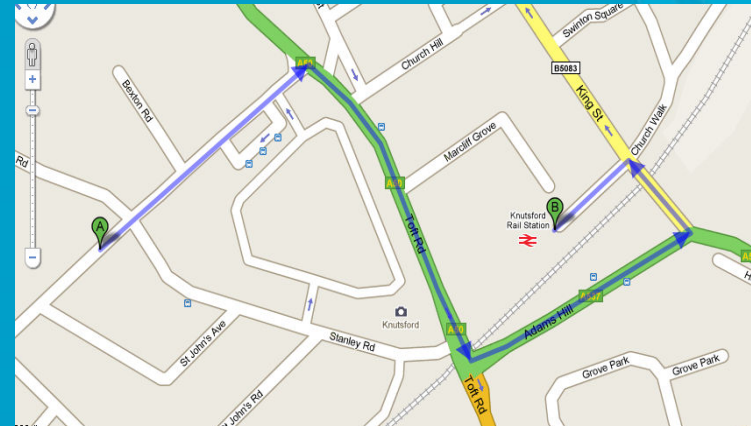
It was decided that the services which appeared on the search engines most frequently would be the service Young Advisors would mystery shop



Chlamydia Screening- Knutsford

Knutsford Community Hospital
Bexton Road
Knutsford
Cheshire
WA16 0BT
Telephone: 01565 757220

Opening times: Monday 3.00 – 5.30 PM



Service Provides: condoms, pregnancy tests, Chlamydia Screening, emergency contraception and all other forms of contraception and sexual health advice



Positives

- The centre which was meant to provide provisions was easy accessible

Negatives

- No service provision offered
- Internet information was incorrect/out of date

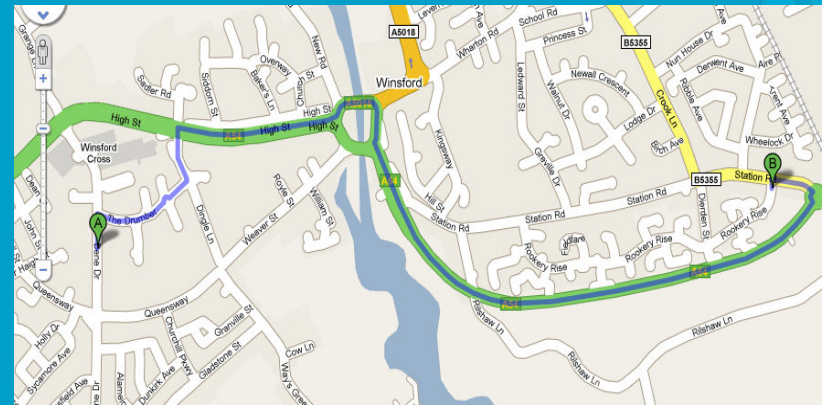
Recommendations

- Service provision is needed in the area



Pregnancy Testing - Winsford

FPC Winsford
Dene Drive Primary Care Centre
2 Dene Drive
Winsford
Cheshire
CW7 1BP
Telephone: 01606 544167



Opening times: Mondays 6.30am – 8.00pm

Services Provide: contraception, emergency contraception, free condoms, pregnancy testing and referrals for termination of pregnancy. Chlamydia Screening available for under 25s. However appointments are preferred – This was recently updated after Mystery shopping was carried out



Positives

- The service offered a variety of information on sexual health through leaflets and posters
- The building was new and had a relaxed atmosphere

Negatives

- Confidentiality was breached and staff acted in an inappropriate manner
- The reception for the sexual health clinic wasn't signposted clearly

Recommendations

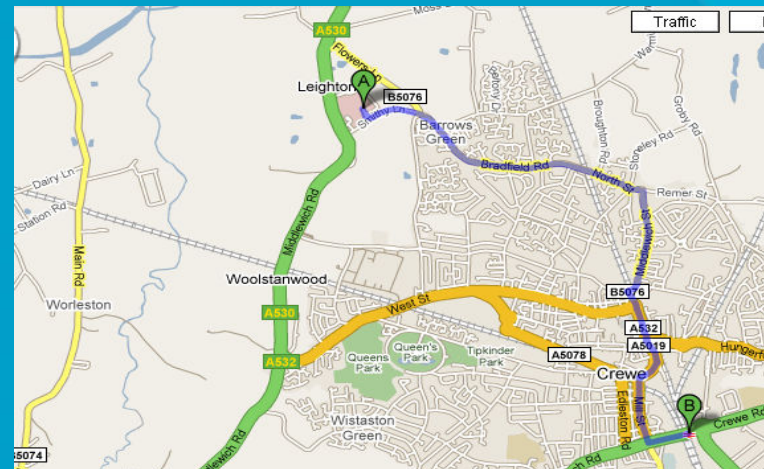
- Staff training
- Clearer, more young people friendly orientated signposting



Emergency Hormonal Contraception - Crewe

Mid Cheshire Foundation Trust
Leighton Hospital
Middlewich Road
Crewe
Cheshire
CW1 4QJ
Telephone: 01270 61225

Opening times: Mon 9.00am – 7.00pm
Tue 9.00am – 5.00pm
Wed 9.00am – 5.00pm
Thur 9.00am – 7.00pm



Service Provides: Treatment for STIs, STI tests individual and multiple, impotence treatment, female contraception



Positives

- A shuttle bus runs from the Leighton hospital to Crewe Town Centre
- Signposting was clear and easy to read

Negatives

- Accessing the sexual health clinic by any other means of transport would be difficult

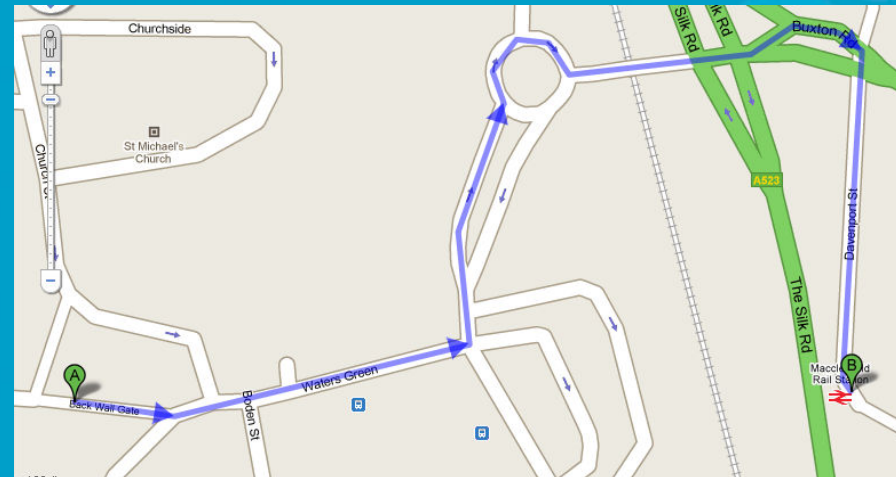
Recommendation

- Improve transport links between the hospital and Crewe town centre



Long Acting Reversible Contraception – Macclesfield

Macclesfield District General Hospital
Gum Assura Health and Wellbeing Centre
Gum Clinic – Sexual Health Clinic
Waters Green Medical
Sunderland Street
Macclesfield
SK11 6JL
Telephone: 01625 264 118



Opening times: Mon – 9.00am - 3.30pm and 5.30pm – 7.30pm
Tue – 9.00am – 11.30am and 1.00pm – 3.30pm
Wed – 9.00am - 3.30pm and 4.00pm – 7.00pm
Thur – 9.00am - 11.30am and 1.00pm - 3.30pm
Fri – 9.00am - 11.30am and 1.00pm – 3.30pm

Service provides: Treatment for STIs, STI tests individual and multiple,
impotence treatment, female contraception



Positives

- Staff were welcoming, helpful and polite when communicating with young people
- Staff were informative and had knowledge of sexual health information not specific to that service

Negatives

- Little information provided on the walls
- Clinic information was misleading which resulted in having to travel to three separate buildings

Recommendations

- More sexual health information in reception e.g. leaflets, posters
- Clear information, updated regularly which staff are made aware of



Conclusion

The Young Advisors were only able to access one of the services chosen by Government Office North West out of the four key areas (Winsford, Knutsford, Crewe and Macclesfield).

The report you will receive following today's meeting will provide further details and recommendations on each service that was mystery shopped.



THANK YOU!

ANY QUESTIONS?

Directorate of Children and Family Services
Engagement & Participation Team

Knowsley Young Advisors

Huyton Hey Road

Huyton

Knowsley

L36 5YH

Tel - 0151 443 3245 / 5745

Colin.scicluna@knowsley.gov.uk

