



SURREY
YOUTH FOCUS

“The coffee and chats have been part of creating an inclusive system culture that recognises the importance of children and families in the work we do, the services we provide and in our society. They are a neutral space which reflects all members of our system, to come and learn, improve practice and make change.” *Health – Commissioner*

Better Together Programme

End Of Project Evaluation and Impact

April 2025



SURREY
YOUTH FOCUS

Introduction to the Better Together Programme



The programme has sought to bring the third and public sectors closer together to work and learn together around shared themes as a United team. For those new to Surrey, colleagues were invited to join the '*Onboarding and Induction sessions*' and for those in-role there were the opportunities to contribute to and attend the '*insight and networking seminars*', which focused on key themes of need for children and families.

[Workforce innovation - Surrey Youth Focus](#)



Making a lasting difference through...

- Enabling multi-agency connections and relationships to strengthen collaboration
- Helping our workforce to learn, build confidence and develop a proactive approach to work together
- Embracing and evolving new ways of multi-agency working to serve children and families in a relational way

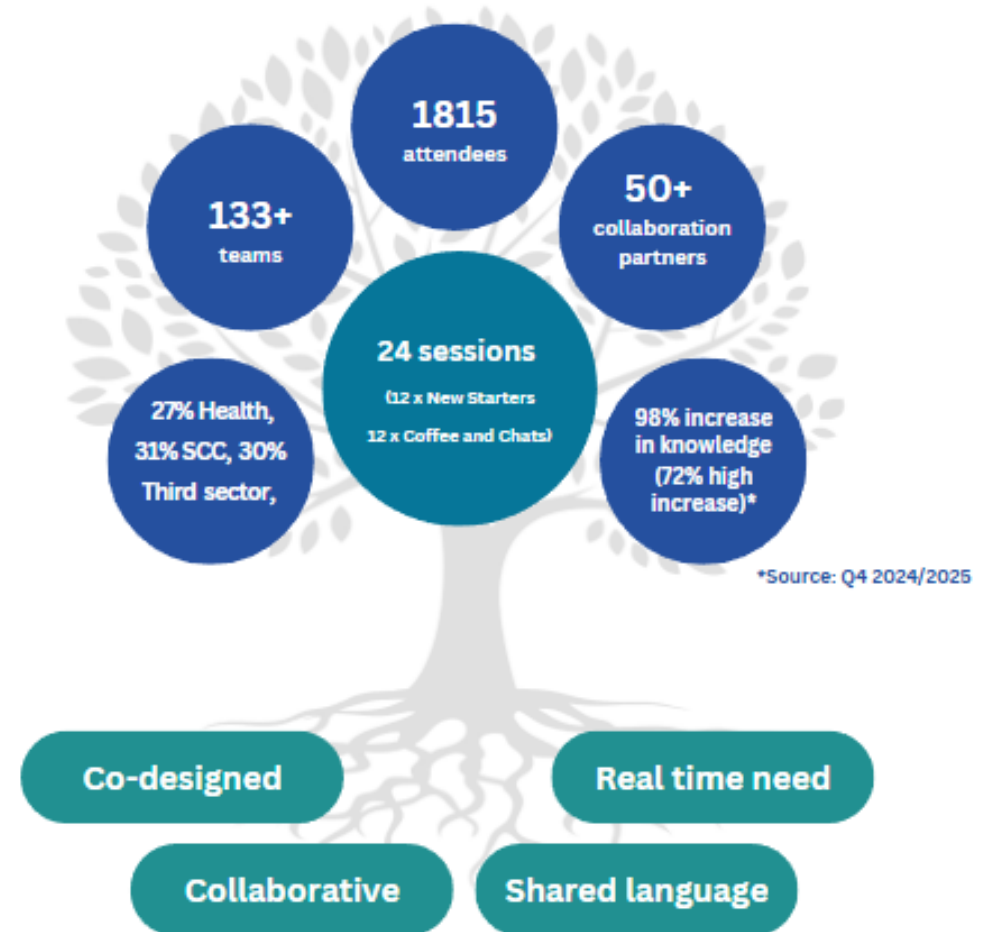
...and create a lasting **impact** of working in partnership to better support Surrey's children and families

Better Together Programme – Impact overview

... striving to improve the lives of children and families through working collaboratively with partners

The Better Together programme is enabling a 'United Surrey' workforce through a collaborative learning approach

“The coffee and chats have been part of creating an inclusive system culture that recognises the importance of children and families in the work we do, the services we provide and in our society. They are a neutral space which reflects all members of our system, to come and learn, improve practice and make change.” *Health – Commissioner*



United Surrey Talent
Strategy - ICS

Better
Together has
been an
enabler for
these levers
for change

Six Levers for Change


- 1 Modernise and Integrate Recruitment: Unite recruitment efforts with talent sharing, top-class labour market analytics, and diverse and effective recruitment channels.
- 2 Build New Capabilities: Health & Care Academy for learning and education. Strategic education and training partnerships. Focus on values, as well as skills.
- 3 Develop fulfilling Careers: Integrated, attractive careers across care and health. Introduce career guarantees, with 2 job offers in 1.
- 4 Establish a Surrey Offer: Level up experience. Innovation in incentives and retention to build productivity, satisfaction and cost control.
- 5 Enable the United Surrey team: One governance vehicle. Mobility across partners, systems access and shared spaces to connect. Digital enablement and build our neighbourhood teams.
- 6 Build our Expertise: Leading expertise in workforce development and management

Better Together
is **helping to
address these
challenges**
within the
levers for
change

- Workforce education, learning and design are siloed
- Too much on traditional roles in rigid career structures
- Priority areas of our business often lack a career development pathway
- Myths and negative perceptions by staff about working in new settings
- Health and care partnership working is voluntary and fragile
- Silos and role structures are barriers to integrating health and care
- Team development is not seen as important
- Working between organisations and settings is cumbersome
- Some partners lack scale to invest in specialist talent and systems

What is unique about SYF role in Better Together?



- 
- A photograph of three people, two men and one woman, smiling and looking towards the right. The man in the foreground is wearing a grey blazer and has a beard. The woman behind him has curly hair. The man on the left is partially visible.
- The Surrey Youth Focus reach across all **sectors** – approximately 30% VCSE sector, 68% public sector from Surrey Heartlands, health providers, Surrey CC, districts and boroughs, police, education
 - **Designed from the perspective of our workforce** – ensuring we lean into what our workforce needs are to better support children and families
 - **Trust in Surrey Youth Focus and our collaborative approach** to delivery and engaging our workforce = evidence booking 50 places in 3 hrs
 - Our **multi-agency database of the workforce** and those working across themes e.g self-harm – making it easy to reach a wide audience

“The issues covered are those that we all deal with frequently but don’t always know where to find support that is relevant to our roles and also accessible for our area. SYF provides a safe space to ask questions and seek a better understanding of the topic safe in the knowledge that all guidance, support and resources are researched and professional.” **VCSE colleague who has attended C&C, New Starters and Better Together event**

“I felt they were personalised and when you had people talking about their own personal experience it makes what you are discussing real and powerful.” **Care Collaborative PCN Colleague**”

Better Together is research backed



Connecting Surrey Heartlands and Surrey Youth Focus *Better Together*: Developing System Collaboration, and Learning from Practice.

April 2024



Supporting evidence from the report

The Better Together programme has...

“proven to be successful in creating spaces that facilitate collaboration and foster a shared purpose among people from across the system. Participants of the programme expressed strong support for the programme’s aims and overall approach” - “Such spaces enable shared problem-solving and development of collaboration and good practice at a local and practitioner level.”

“been successful in promoting partnership working by leveraging on tangible benefits of fostering professional networking, connections and cooperative efforts.”

“has been successful in breaking down siloes and promoting collaboration by leveraging on tangible benefits of fostering professional networking, connections and cooperative efforts”

[Connecting-Surrey-Heartlands-and-Surrey-Youth-Focus-Better-Together_Developing-System-Collaboration-and-Learning-from-Practice_April-2024.pdf](#)

Coffee and chat approach

Known in bid as Insight and networking sessions



- **Topic-based sessions** offering learning, practical strategies, connection and shared discussion and signposting.
- Focus on **real-time themes** based on needs of workforce and children and families they work with to enhance their lives, reducing siloes.
- Multi-agency **co-designed and co-delivered sessions** – we onboard and engage collaborators to model a ‘**United Surrey**’ way of working
- Provide a **dynamic and multi-agency learning forum** – open to any professional working in Surrey supporting children, young people and families to **strengthen a United Surrey approach**
- Sessions shared online for broader reach and ‘post-event pack’ developed and shared to support **ongoing learning as a collective.**
- Developed using Surrey Youth Focus’s **4D model** – discover, develop, deliver, disseminate and do



Coffee and Chat – our impact



12 sessions: A good death, Poverty, Challenging Behaviour, Young Carers, Cultural Inclusion in Practice; Emotionally Based School Non-Attendance; Self-Harm; Care Experienced; Sleep; Disordered Eating and Eating Disorders; Pathological Demand Avoidance.

1300

Multi-agency
attendees

50+

Multi-agency
collaborators

1492

views on digital
catch-up

270%

Over KPI

5693

Avg no.* of children and
young people supported by
attendees at a session
(*based on last 4 sessions)

Case example:

Delivered: Oct 24 Understanding Behaviour coffee and chat

- 112 attended 280% of KPI target
- The attendees collectively support **5582** children and young people
- 25% health, public sector (other) 44%; 29% 3rd sector.
- 95% increased knowledge (84% strongly agree)
- Key takeaway– attendee comment *“Learning the importance of reflective practice, reflecting on own engagement, behaviour. Curiously seeing it from the other person’s perspective”*

Coffee and Chat – wider impact/sustainability



Example: The **post session coffee and chat resource packs** provide signposting to resources and key organisations to further reduce siloes and increase ongoing learning and connection as a United Surrey.

C&C self-harm resource has been used in the **self-harm protocol** *"Firstly thanks to SYF for an excellent session on self-harm! The lived experience part was especially powerful and it was **helpful to think about what should be included in the latest draft of the self-harm protocol.**"*

"The most impactful session for me was on EBSNA. It was hosted to be pacey and clearly focussed on giving a clear understanding of the subject as well as giving excellent frameworks and best practice. Since then, **I have accessed the EBSNA padlet signposted in the resources many times and have also signposted these resources to parents and schools. I have also presented the information to our wider team**"

"Without these events I would not have such easy access to **excellent information to grow my knowledge base and awareness of resources and services available. They have enabled me to do my job better and I value them a great deal.**"

New Starters– our approach

Known in bid as Onboarding and Induction sessions



- Provide an **induction to all the different partners working across the children's system in Surrey**, including Surrey County Council, Health, Surrey Police, Education and Third Sector – who they are, where they work, what they do and how you can connect.
- For **any professional new to role (0-6 months) working with children, young people and families**.
- These multi-agency inductions aim to **strengthen relationships** beyond our organisations from the beginning to **reduce siloes**.
- We help colleagues feel comfortable in new settings, **modelling a United Surrey way of working**
- We **build confidence and awareness in understanding the wider Surrey landscape** and where to find more support to better support children and families.

New Starters – our impact



10

New Starter
Networks

2

New Starters
Alumni*

515

Multi-agency
attendees

2364

Avg no.* of children and
young people supported by
attendees at a session
(*based on last 3 sessions)

Case example:

Jan & March 25 sessions

98 attendees

Attendees support 4853 children and young people collectively

Jan - 97% for Increased knowledge (63% strongly agree)

Mar – 80% strongly agree increased knowledge

Mar - 80% said it had enabled them to make a new connection to a
colleague, team or organisation



New Starters – wider impact



The New Starters sessions continue to contribute to **reducing siloes and building a United Surrey team from the beginning**

“What a fantastic opportunity to meet people from a variety of roles and sectors that all share the same core aims and priorities.”

“Very helpful to know the various teams working within children's services, and knowing that it is not all linear and the importance of inter-professional working.”

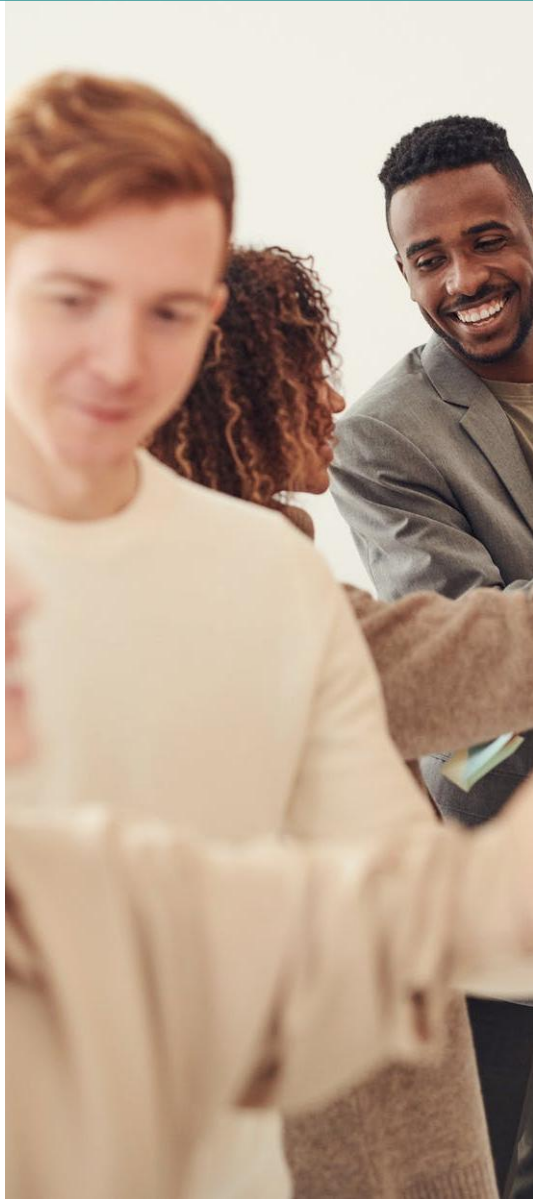
“The new starters network meeting was brilliant, and I have recommended it to so many people. The information was not only interesting but relevant to my post . The presenters were upbeat and great to listen to, thank you very much. ” SEND
Clinical Case Manager

I was completely new to Surrey and to the job at the time having lots of people across the network that I could link in with over the course of my job in Surrey was invaluable. I met lots of different people and have linked in with a few organisations to help support young people and families in Surrey. Children and Young Person Health and Wellbeing Coach



Case example

VCSE colleague who has attended multiple events



What did you value most?

The professional presentation, the vast knowledge and experience of the speakers, including lived experience, the contacts available after the event, the sharing of slides and recording, the opportunity to ask questions and liaise in the chat. Everything really!

How has attending the event helped you in your role and ultimately better support children and families?

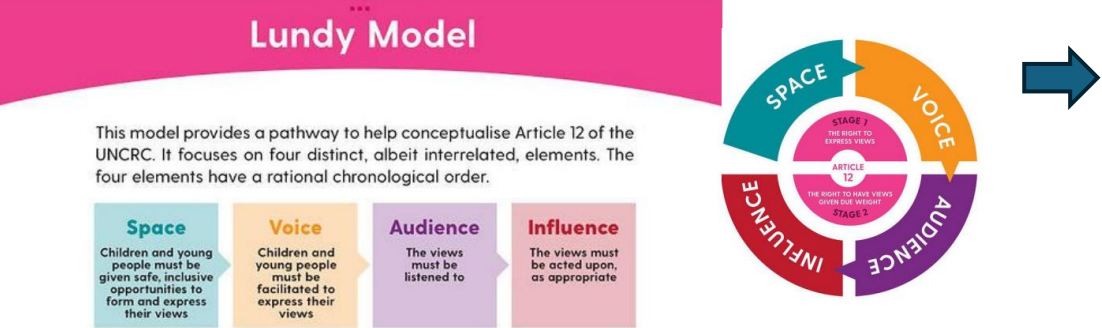
It has given me the confidence to approach such issues with colleagues and families alike, raised my awareness of the challenges so many families face on a daily basis, opened my eyes to the different ways that a lack of cultural inclusion impacts on families every single day, given me some helpful contacts and increased my understanding of how to best signpost and support families who are experiencing the issues raised in this session.

Better Together: In-person Learning Event Jan 24

(Deep dive into Voice and Participation)



Within the Surrey Youth Focus **Better Together event on the 18th January** we explored Voice and Participation through the Lundy Model concepts. We invited charity partners to share their insight into what the concepts of Space, Voice, Influence and Audience mean to enable them to meet the needs of the children, young people and families they work with.



The Lundy model of participation is increasingly being adopted throughout Surrey, having already been used extensively nationally and internationally. Based on four key concepts – **Space, Voice, Audience and Influence** – it helps those working with children and young people to ensure ‘the right to express views’ and ‘the right to have views given due weight’ are at the heart of what we do. The model was developed by academic Laura Lundy, Professor of international children’s rights at the School of Education at the Queen’s University of Belfast.

Table No	Charity - Topic/ Issue
1	Barnardos - Helping pregnant women and new parents with their mental wellbeing
2	Eikon - Enabling people to feel connection (preventing isolation)
3	Emerge - Supporting young people in crisis with their mental health and emotional wellbeing, and resourcing parents
4	Homestart - Helping parents of 0-4 whose children have suspected additional needs
5	Young Epilepsy - Helping older children whose needs are not being met at school
6	Luminus - Helping children and young people to share their voice to better support their relatives, friends, and neighbours. (Giving Young Carers a Voice project)
7	Girl Guides - How to help young people to resist misogyny

68
multi-agency
attendees



The difference made

- Increased knowledge and confidence of Lundy model and wider understanding of participation
- Explored key themes through lenses of charity partners – building knowledge of all attendees of challenges/opportunities
- Learning report collated and distributed to senior leaders to consider / action next steps. Click here to see [learning report](#)

Better Together has embraced a sustainable* approach through developing...

...the Better Together digital platform, including

- overview of every coffee and chat session
- digital catch-up for sessions
- resource pack based on theme

1492 playlist views since launching in April 23

*sustainability planning was not part of the original Better Together funding bid but has been incorporated



Coffee and
Chat - Surrey
Youth Focus

Coffee and Chat – Understanding Behaviour

If "All behaviour is communication", how – and why – should this change our understanding and response?

Join us for this session as we look at Theory, Practice and Policy. We will first explore behaviour that is distressed and challenging through the perspectives of the Child/young person, the Practitioner and the Setting, before moving into breakout rooms to explore these themes further, including practical strategies, by different ages and stages.

This Coffee and Chat will be an opportunity to learn, share and network with other professionals, and connect in with what is happening across Surrey.

Delivered with support from [Active Surrey](#), [Home-Start Elmbridge](#), [Schools Alliance for Excellence](#), [Surrey and Borders Partnership](#), and [YMCA East Surrey](#).

Resources

- Recording of session [Watch now](#)
- Slide deck [Click here to view](#)
- Behaviour and under 10s' breakout room slides [Click here to view](#)
- Supporting Young People's Behaviour' breakout room slides [Click here to view](#)
- 'Creating Outlines and

Meaningful collaboration needs

- Time and investment to build a multi-agency ‘community of practice’ where every voice matters
- The maxims for change need to be at the forefront of ‘how’ we enable change to happen – to feel engaged
- Initiatives like Better Together to model how we can work together in different ways at all levels of our workforce



The ‘Connecting Surrey Heartlands report April 2024’ concludes

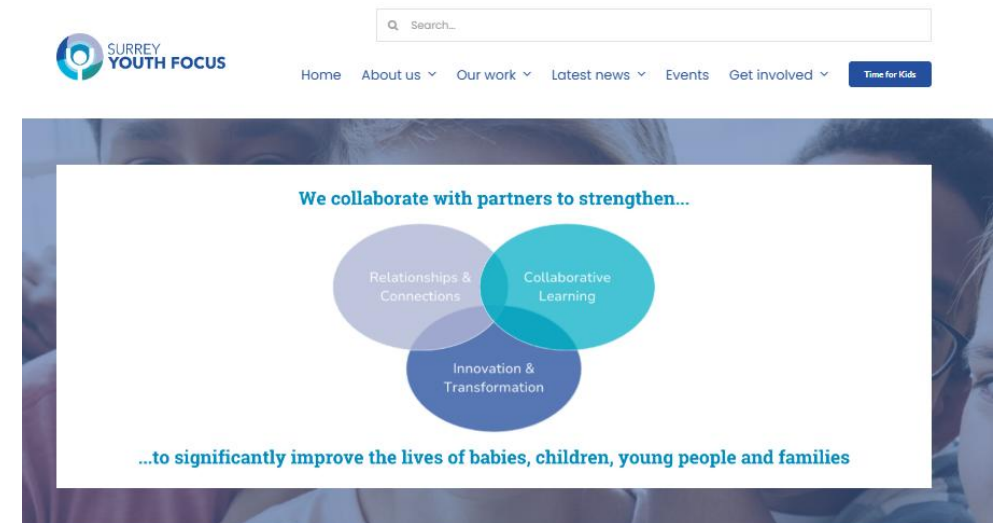
“Investing in intentional efforts to bring people together, creating collaborative spaces, and improving navigability within the system can foster effective integration and collaboration. Initiatives like Better Together appear to be filling a gap in terms of collaboration opportunities, learning, and shared problem-solving, particularly at practitioner level”



For more information this programme and/or opportunities to collaborate going forward please email:

Su, Sally or Cate at info@surreyyouthfocus.org.uk

To learn more about our wider collaboration work click [here](#)



"Without Surrey Youth Focus" events I would not have such easy access to excellent information to grow my knowledge-base and awareness of resources and services available. They have enabled me to do my job better and I value them a great deal."

Practitioner, Voluntary, Community, Social Enterprise organisation