

Pro Forma for Participation Works Network for England regional case studies

Region: East Midlands	
Submitted by: Lindsay Allen Date of submission: 30 April 2009	
Please indicate which sector this case study is an example of:	
Voluntary sector activity	<input checked="" type="checkbox"/>
Statutory sector activity	<input type="checkbox"/>
Corporate sector activity	<input type="checkbox"/>
Other (<i>please specify</i>)	
Please indicate which themes this case study can be used to support (<i>tick all that apply</i>):	
Arts & creativity	<input type="checkbox"/>
Commissioning	<input type="checkbox"/>
Early Years	<input type="checkbox"/>
Faith	<input type="checkbox"/>
Funding	<input type="checkbox"/>
Governance	<input type="checkbox"/>
Hard to reach groups	<input type="checkbox"/>
Health	<input checked="" type="checkbox"/>
Inclusive practice	<input type="checkbox"/>
Learning & research	<input checked="" type="checkbox"/>
Measuring change	<input type="checkbox"/>
Online tools	<input type="checkbox"/>
Rights/citizenship	<input type="checkbox"/>
Safeguarding	<input type="checkbox"/>
Standards	<input checked="" type="checkbox"/>
Workforce development	<input type="checkbox"/>
Youth-led project	<input checked="" type="checkbox"/>
Other (<i>please specify</i>)	
Name of project: Mystery Shopper	
Name of lead person on project: Nicky Hainsworth	
Contact information for further details (<i>email, telephone number, website</i>): n.hainsworth@base51.org.uk 01159 952 5040 07792 672 269	
Aims of the project: To give young people the chance to assess sexual health services undercover and to help shape them to be more 'Young Person Friendly' through an accredited programme. To give young people the opportunity to train up other mystery shoppers with an accredited optional peer mentoring programme.	
Timeline for the project (expected start and finish date, if known): The Mystery shopper started in 2008 but has been almost re-launched on the 29 th April to promote the new accredited programmes. This is now intended to be a 6-month rolling programme to assess clinical services in Nottingham.	

<p>Please name any other organisations involved if this was a project developed as a partnership:</p> <ul style="list-style-type: none"> • Nacro • Catch 22 • Base51
<p>Who funded this project? Nottingham City Teenage Pregnancy Partnership</p>
<p>How many young people were involved? 12 young people</p>
<p>How were children & young people involved in decision-making? During the residential and during the information evening</p>
<p>What changes has children & young people's involvement led to? Changes to the delivery of services</p>
<p>What did children and young people involved in this work achieve from this experience?</p> <ul style="list-style-type: none"> • Confidence building • Self esteem • Accreditation • Gift Voucher incentives • Certificates for taking part • Awards evening • Enabling young people to have a voice • Shaping services for them and supporting them to be more accessible to their peers.
<p>What next for the project? The Mystery Shopper programme will be an ongoing process as part of the Teenage Pregnancy & Quality Assurance work to help and support services to become a 'Young Person Friendly Service' and continue to engage young people in the process.</p>
<p>What next for the participants?</p> <ul style="list-style-type: none"> • Training workshops • Recognised accreditation • Participation • Incentives • Support from workers

Participation Works wants to share your good practice to a wider audience to enable others to learn from your experience and develop their own participation practice.