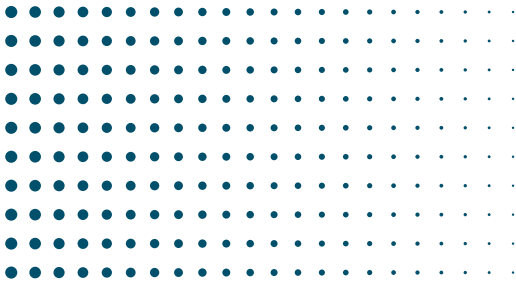


## The System Influencers Programme

# PROJECT EVALUATION

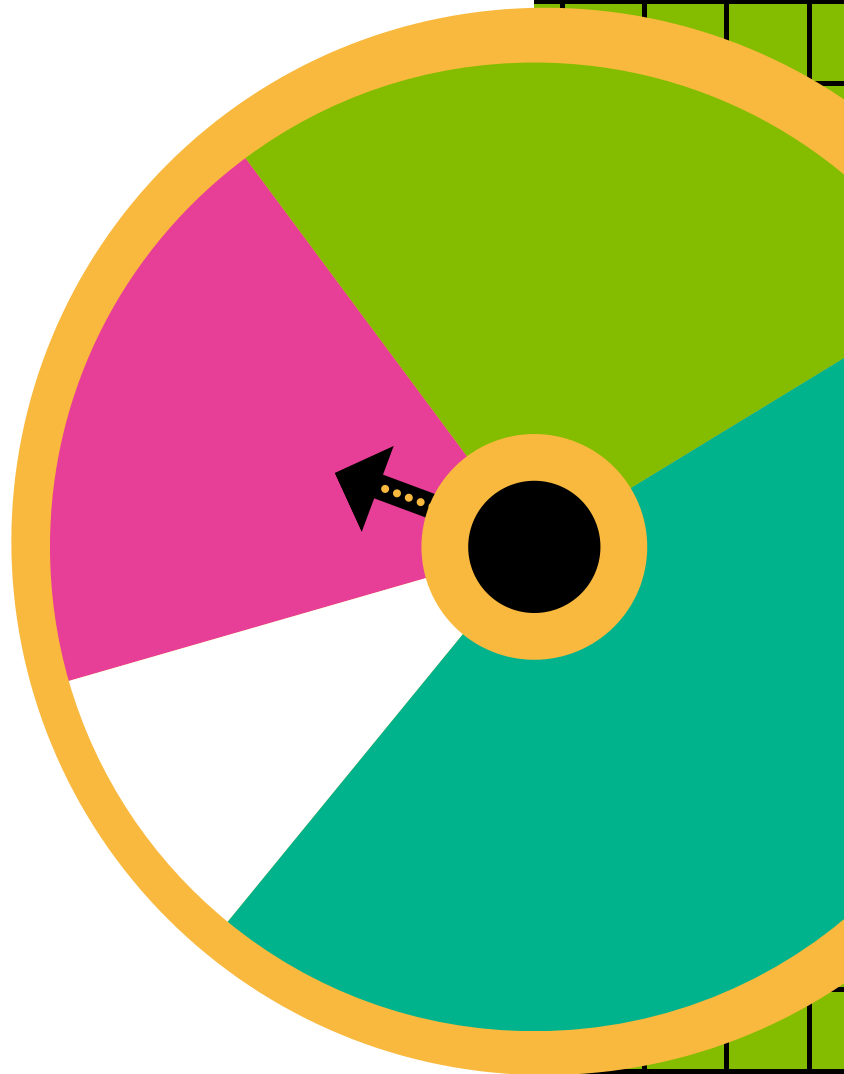
## *Report*

The Project Evaluation Report provides a clear account of our journey. It explores the System Influencers story, highlighting the progress made and the lessons learned along the way.

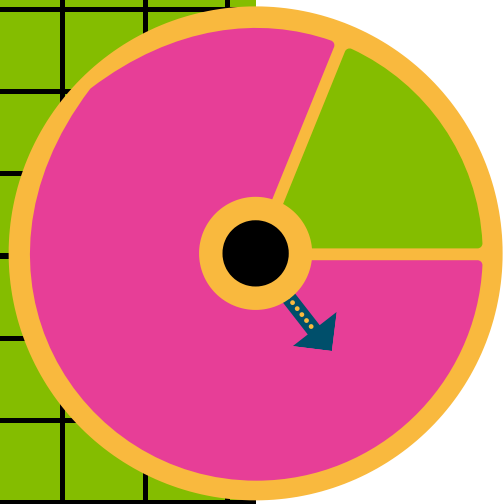
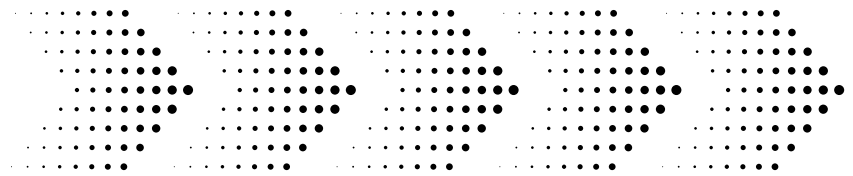


Prepared By:

Ann-Marie Ruddock  
Sally Beaven



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# Programme

## *Summary*

The 'System Influencers Programme' was set up to bring young individuals and healthcare professionals together to make real changes in local health and care services. It's all about co-production - young individuals aged 16 to 25 who live, study or work in City and Hackney collaborate for 12 weeks to share their ideas, experiences and creativity. After the 12-week period, the cycle begins again, providing opportunities for new Influencers and Mentors to take part.

Working side by side with professionals, these young Influencers help shape health and care services so they actually meet the needs of young people. It's not just about being heard - it's about being part of the decision-making.

A total of five iterations were delivered across a two-year period. Each cycle concluded with a public showcase, where Mentors and Influencers came together to share the journey and outcomes of their projects. The showcase also gave us the opportunity to celebrate their achievements

By teaming up in this way, the programme built trust, broke down barriers and helped professionals see things from a youth perspective. The result? Services that feel more welcoming, more relevant and more effective for the young individuals who use them.

# PROJECT

## *Overview*

### PROJECT OBJECTIVES

- Amplify young voices in the design and delivery of health and care services.
- Enhance professionals' understanding of youth-specific barriers to accessing services.
- Build trust between young individuals and professionals.

### PROJECT SCOPE

Scope Includes:

- Recruitment and support of local young individuals (Influencers)
- Pairing with health and care professionals (Mentors)
- Co-production of youth-focused projects
- Delivery of service improvement initiatives
- Impact on People and Services

# PROJECT

## *Highlights*

### PROJECTS ROOTED IN COMMUNITY

The System Influencer Programme supported a diverse range of youth-led projects across City & Hackney, tackling real issues that matter to young people. These included:

- **Health and Wellbeing:** Projects focused on sexual health, mental health, immunisation and stopping smoking/vaping—making services more accessible and youth-friendly.
- **Equity and Inclusion:** Initiatives like Period Match, Young Carers and Anti-racist Practice Standards addressed gaps and promoted fairer support.
- **Youth Voice and Engagement:** The Super Youth Hub, Developing Youth Voices and STI Test Driving at Health Spot gave young people direct platforms to shape services.
- **Community and Connection:** Collaborations with Young Hackney, Wick Award, Homerton Peer Connect and City & Hackney Neighbourhoods built stronger local networks.

Together, these projects reflect the creativity, insight and leadership of young people working to improve health and care systems from the ground up.

System

Influencers

## Co-Production Projects

Across five iterations, the following projects were undertaken:

### Iteration 1

- Super Youth Hub
- Period Match
- Young Carers

Focused on Super Youth Hub, Period Match and Young Carers.

### Iteration 2

- Immunisation
- Super Youth Hub
- Anti-racist Practice Standards
- Health Literacy

Expanded to include Immunisation, Anti-racist Practice Standards, Health Literacy alongside further development of the Super Youth Hub.

### Iteration 3

- Super Youth Hub
- Sexual Health
- Youth Mental Health
- Stop Smoking/Vaping

Centred on Super Youth Hub, Sexual Health, Youth Mental Health and smoking/vaping cessation.

### Iteration 4

- Young Hackney - Substance Misuse Service
- City & Hackney Neighbourhoods
- Developing Youth Voices

Introduced projects related to Young Hackney Substance Misuse Service, City & Hackney Neighbourhoods and Developing Youth Voices.

### Iteration 5

- STI Test Driving at Health Spot
- Health Spot City & Hackney
- Wick Award Community
- Homerton Peer Connect

Delivered STI Test Driving at Health Spot, Health Spot City & Hackney services, Wick Award Community work and Homerton Peer Connect.

# Project

## *Achievement*

### OBJECTIVE FULFILLMENT

Over the past two years, the System Influencer Programme has made a real difference for young individuals and professionals in City and Hackney. Together, they've achieved the following:

- 71 young individuals engaged. Local young individuals volunteered as Influencers, sharing their voices and shaping services.
- 26 dedicated mentors engaged – Health and care professionals stepped forward to guide and learn from youth perspectives, with some returning for multiple cycles.
- 19 youth-led projects created – Each project tackled important issues, from sexual health and mental wellbeing to peer support and health literacy.
- Education pathways opened – Several young participants were inspired to continue their journey by enrolling in health and social care studies.
- Professional insight transformed – Mentors gained fresh understanding of the barriers young people face, helping them make more youth-centered decisions.
- Borough-wide recognition earned – One project was so successful that the Council considered rolling it out across the borough

In short, the programme built trust, sparked new opportunities and showed how powerful genuine co-production can be when young individuals are at the heart of change.



# System Influencer Programme Impact

## 71 Influencers involved

Local young individuals volunteered, sharing their voices and shaping services.



## 26 Youth-led projects developed

Each project addressed crucial issues, from sexual health to health literacy.



## 19 Mentors engaged

Health and care professionals guided and learned from youth perspectives, many returning for multiple cycles.



## Professional awareness gained

Mentors gained fresh insight on the barriers young people face.

## Education doors opened

Several young people inspired to enroll in health and social care studies.

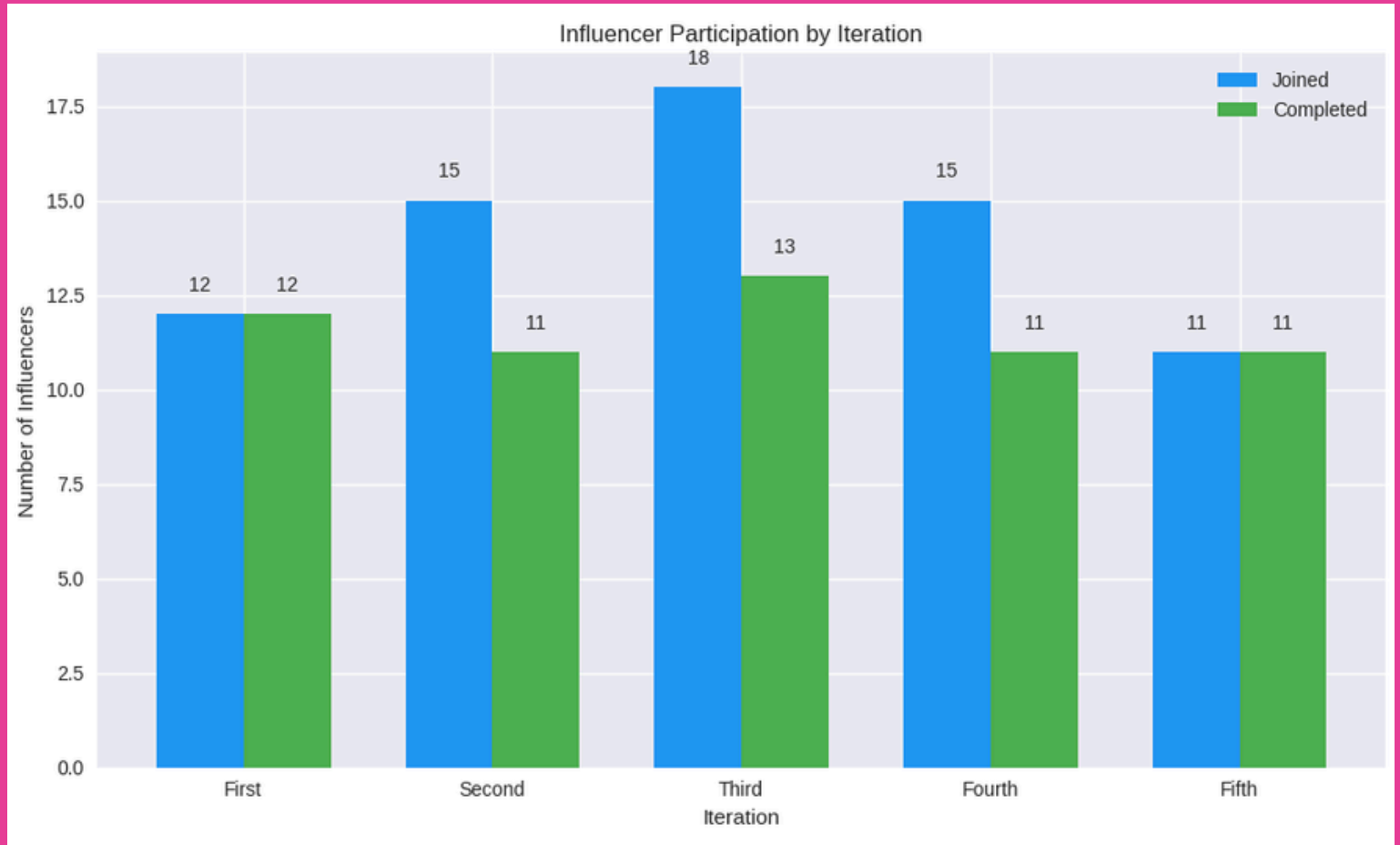
## Borough recognition earned



One project so effective the Council considered expanding it.



## Influencer Bar Chart (Joined vs Completed per Iteration)



- First Iteration: 12 joined, 12 completed (100%)
- Second Iteration: 15 joined, 11 completed (73%)
- Third Iteration: 18 joined, 13 completed (72%)
- Fourth Iteration: 15 joined, 11 completed (73%)
- Fifth Iteration: 11 joined, 11 completed (100%)

## Line Chart (Influencer Completion Rate Across Iterations)



- Perfect completion in Iteration 1 and 5
- Midway dip in Iterations 2–4, hovering around 72–73%

### Insights:

- Strong starts and finishes: Both the first and fifth iterations achieved perfect completion rates.
- Middle dip: Iterations two through four show a consistent drop-off, hovering around 72–73%.
- Recovery: The final iteration demonstrates resilience, bouncing back to full completion.
- Programme stability: Despite mid-programme exits, completion rates never fell below 70%, showing continuous steady engagement.

# CHALLENGES

## *Faced*

While the System Influencer Programme has made a big impact, it wasn't without its hurdles. Here are some of the key challenges we navigated along the way:

- Recruitment and Retention – Encouraging young people to commit to a 12-week cycle was sometimes difficult due to competing demands such as school, work or personal responsibilities.
- Safeguarding and Inclusion – Managing mixed-age groups (16–25) required careful attention to boundaries, safeguarding and ensuring all voices were equally valued.
- Balancing Expectations – Aligning the ambitions of young Influencers with the practical constraints of health and care systems occasionally created challenges.
- Time Constraints - Some projects ran into delays or had to be scaled back due to busy schedules and challenges keeping some young Influencers consistently engaged.
- Team Dynamics - A couple of projects ended earlier than the planned 12 weeks due to differences in working styles or expectations between mentors and Influencers.

Despite these challenges, the programme showed how much can be achieved when young individuals and professionals work together with openness, creativity and care. The dedication and commitment demonstrated by both Mentors and Influencers was truly commendable.

# PERSONAL INSIGHT

## INFLUENCER

Niko - “Throughout the project I gained a better appreciation of how important it is that health and wellbeing services best appeal to and are accessible to young people. I was able to explore a multitude of different methods via which we could best communicate and appeal to young people in city and Hackney. We were also able to form the steering group by which we can ensure young people are constantly involved in the decision-making processes when it comes to factors primarily impacting their health and wellbeing.”



## MENTOR

Sarah - “I learned that listening to young people without assumptions gave me insights I’d never considered before.

The programme reminded me that co-production is about trust, patience, and shared ownership. It has been a pleasure being involved and working with the Influencers. Their insight, creativity, dedication and passion have been inspiring not only for myself, but for the team I work in. This is a clear example of co-production in practice and its power!”



System

Influencers

# PERSONAL INSIGHT

## MANAGEMENT

Ann-Marie - “Managing the System Influencers Programme has been a rewarding experience. Working alongside young individuals has brought real meaning to the role, as their willingness to step forward, take ownership and shape projects demonstrated the value of youth leadership in practice. Watching them grow in confidence, develop new skills and influence services has shown how much can be achieved when young voices are trusted and supported. It reinforced the understanding that youth participation is not only about improving systems - it is about strengthening the fabric of our communities.



Equally, working in partnership with the Mentors (professionals) has highlighted the importance of professional commitment to co-production. Their time, guidance and patience created the conditions for young people to thrive and their openness to learning from youth perspectives set an example of shared responsibility. Together, young Influencers and Mentors demonstrated how partnership across generations can lead to a more inclusive and responsive health and care services.”



# CONCLUSION



The System Influencer Programme has shown the power of genuine collaboration between young individuals and health and care professionals in City and Hackney. Over the past two years, it has empowered youth voices, inspired new learning and created projects that directly improve services.

By giving young people the chance to co-produce solutions, the programme has built trust, opened education pathways and transformed professional understanding. Mentors and Influencers alike have grown through the experience, proving that when young people are included as equal partners, meaningful change happens.

The journey has not been without challenges, but the achievements far outweigh them. The System Influencers programme stands as a positive example of how co-production can shape a more inclusive, responsive and youth-centered health and care system.

# THANK *You*



To every young Influencer, mentor and partner: We extend our deepest gratitude for your invaluable contributions. Your voices, dedication and trust have shaped a programme that stands as a proud testament to the power of co-production.

## Phone



020 3960 7454

## Website



[www.healthwatchhackney.co.uk](http://www.healthwatchhackney.co.uk)

## Email



[Info@healthwatchhackney.co.uk](mailto:Info@healthwatchhackney.co.uk)

## Address

Mainyard Studios - Studio 306  
280 Mare Street  
London, E8 1HE

