

Children's Wellbeing Directorate Voice of Children & Young People Framework

DRAFT

Our mission

We know our children and young people, we know their journey and we know what they need, because we have listened to them and learnt lessons...

and we've acted on their views

Introduction

We believe that children and young people's voices must be heard to enable their development and to ensure services work effectively with them, their families and carers.

In Herefordshire the voice of the child means seeing, observing and listening, hearing, and then acting to ensure something is done

This means that the voice of the child is heard at all levels of our engagement with them, from individual casework through to reflecting on whole service areas, from responding to an individual suggestion to commissioning new services with the involvement of children and young people.

The action plan sets out how we engage and support the voice of children and young people. It is in keeping with the standards set out in Ofsted inspection framework for services for children in need of help and protection, children looked after and care leavers. A selection of statements describing outstanding or good practice are detailed in Appendix 1.

Key areas:

1. Establish and maintain arrangements for engaging the views of children and young people and equip the children's workforce with the skill and confidence to effectively communicate with children and young people.
2. Take the views of children and young people into account when making decisions about individual services and activities for them.
3. Continuous review of the Advocacy approach and service for children and young people who are looked after and those involved with safeguarding services
4. Use the views of children and young people to inform continuous improvement, actively involving children and young people in service design, delivery and governance.
5. Develop a programme to enable young people to inspect and report on the quality and accessibility of services.
6. Support young people to participate.

We ask for children and young people's views in;

- Individual case work
- In child protection conferences and as a part of looked after children reviews
- Through contracts and contract monitoring
- Through individual projects such as the development of No 4 Blackfriars Street
- Through the work of our looked after children & young people with the Participation Team, including the commissioning and shaping of services, and in the interviewing of staff
- Advocacy Services provided by NYAS
- Care leavers champion role
- Various social media forums including 16+ LAC Team Facebook page and No.4 Facebook page (Children in Care Council)

Areas currently being taken forward are contained in the following action plan

Action Plan

Reference	Objective	Action	Measurable target	Progress	By when	Lead
1	<p>Establish and maintain arrangements for engaging the views of children and young people</p> <p>Equip the children's workforce with the skill and confidence to effectively communicate with children and young people</p>	<p>The development of a toolkit for direct work with children and young people which will provide practical tools, worksheets, ensure all practitioners have electronic access development of a drive</p> <p>Develop a rolling programme of workshops- January 2015:</p> <ul style="list-style-type: none"> Communicating with children Recording the voice of the child <p>Training (CiC to offer training).</p>	<p>Practitioners will build skills and confidence in direct work with children through access to practical tools and strategies. Children are heard and their views are taken into account when making plans for their care and protection</p>	<p>Electronic toolkit established - Communicating with Children Toolbox. Training the trainers (to train care leavers to deliver training to NQSWs) took place in August. Aim will be to deliver training to social work practitioners. To include placement teams. Gaynor is going to start the communication with children workshops but will visit the teams in the first instance. Training to start in January 2015.</p> <p>Care leaver and involved in the social work programme at Birmingham University has agreed to come and spend time with young care leavers in Herefordshire to provide training</p>	<p>Initial training completed now moving to roll out 2014.</p> <p>January 2015</p>	<p>Gaynor Evans/CICC</p>


Reference	Objective	Action	Measurable target	Progress	By when	Lead
				<p>which will initially be rolled out to NQSW practitioners.</p> <p>Consultation docs sent to all LAC before reviews IRO speak to child in advance of all reviews. YPs offered opportunity to chair own LACRs. See some difference via audit programme. 16-18 olds agreed to chair reviews.</p>		
2	Take the views of children and young people into account when making decisions about services and activities for them.	Develop set of booklets for social workers and for young people to explain services and expectation of children's social care. Develop and promote knowledge of rights and expectations of children and young people.	Booklets in place Evidence of impact to be developed Website and app development JK to update	<p>The APs were drafting a suite of information for CPCs and the IRO Service were developing Consultation Documents. Consultation Documents for looked after children and young people have been completed and implemented. CP side needs further development Booklets have not been progressed by AP's. Need to link with development of the</p>	Completed	Jo King

Reference	Objective	Action	Measurable target	Progress	By when	Lead
				<p>website. Website design is currently with Ben Procter and Nick Winwood.</p> <p>Work also being completed between DP and QA around complaints.</p> <p>The IRO service looking to reinstate YP chairing their own LAC review. A couple of co-chairing have taken place.</p> <p>Monthly reporting from FWi.</p> <p>Missing to go onto QA framework to be reviewed periodically.</p> <p>Inspection completed by DB, not currently accessible to some children with disabilities.</p>	<p>TBA</p> <p>TBA</p>	
2		<p>Training for all staff on MISPER protocols.</p> <p>Tracking to be imbedded in services and fed back into child's care plan and service development.</p>	JK to develop	<p>MISPER protocol has been circulated and is on the children's procedure manual and West Mercia protocol is being reviewed.</p> <p>The CSE strategic group has now met and under this will sit an operational group. This group</p>		Jo King

Reference	Objective	Action	Measurable target	Progress	By when	Lead
				<p>will be in a position to progress MISPER given the close links with CSE. This will involve development of the role with the police, joint training to staff and development of the single point of contact role within the police. Where there is a risk of going missing work needs to be completed with the IRO's so that risk management is considered as part of the child's care plan. New Missing form and episode in FWI currently in build. This, together with contact/referral, strategy meetings and s47 investigation processes in FWI, now links with new CSE Risk Management Assessment. This is currently in development.</p>	Both Missing and CSE documents and processes scheduled for go live in FWI in October 2014.	
2		Involve young people in the continuous development of No. 4, including the	No4 decorated by children and young people.	In continuous development with CICC and CICC	Completed	Debbie Barnett

Reference	Objective	Action	Measurable target	Progress	By when	Lead
		development of building ethos and policies. Develop No 4 in order to meet the needs of children with a disability, involving them in the developments.	No4 has disabled access. Building rules agreed and displayed.	committee. Emails sent to arrange meeting with Children with Disability Team. Building rules are displayed at No4.	December 2014 Completed	
2		Embed the care leavers champion role into the local authority.	Care leavers champion established Communication and engagement in place with care leavers and LAC Evaluation of role produced after first year	Care Leaver champion job description and role has been agreed. Two care leaver champions are in post; with the hope to appoint a further two. Participation event was held on 22nd April. Fete took place, well attended by council staff. Young people present. Pledge signed. They made £300.00.	Completed Completed Completed	AR/Debbie Barnett
3	Continuous review of the Advocacy approach and service for children who are looked after and safeguarding services	Advocacy services for LAC and CP to be promoted with young people.	Advocacy service contract monitoring measures: <ul style="list-style-type: none"> Children and young people are aware of and exercise their rights and responsibilities Children and young people make informed choices and identify that they have 	Advocacy service provider (NYAS) representing the voice of the child at CPCs, Frankie Green reviewed current situation confirming position – contract does include provision for support to under 10s	May 2014 Feb 2015	Frankie Green/Reg Marriot

Reference	Objective	Action	Measurable target	Progress	By when	Lead
			<p>control over their decision and choices</p> <ul style="list-style-type: none"> Children and young people feel valued and respected <p>Advocacy service provide quarterly reports on how Children's voices heard and used at reviews</p>	<p>Ongoing contract monitoring meetings with the provider; focus is on measuring how this contract is working and how it is improving outcomes for children and young people.</p>		
4	Use the views of children and young people to inform continuous improvement, actively involving children and young people in service design, delivery and governance	System established to enable caseworkers to capture voice of child, what the issues were and how they were addressed. Results of this to be reviewed at every Voice of the Child meeting 6 month review of themes to produce report for service leads, commissioning and needs assessments.	Evidence of action as a result of voice of the child - qualitative	<p>Develop and sign off tool to capture voice of the child</p> <p>Introduce across the directorate</p> <p>Review feedback at each meeting.</p> <p>June Review highlighted need to change form and lack of response from safeguarding and family support (OfSTED?). Promote again through revised form and CMM.</p> <p>Review at next meeting</p>	<p>April 2014</p> <p>April 2014</p> <p>June 2014 onwards</p> <p>Sept 2014</p>	Chris Baird
4		Quarterly review of feedback on how services have acted on voice of child	Evidence of positive change	This piece of work has slipped – review planned to	First review August 2014	Hilary Jones

Reference	Objective	Action	Measurable target	Progress	By when	Lead
				start 5th August		
4		Commissioners to produce annual report on how the voice of the child has been gathered and used in commissioning activity. This will cover externally contracted services, individual placements with providers and commissioning exercises.	<p>Analysis of:</p> <ul style="list-style-type: none"> • placement search requests; • placement monitoring visits; • contract monitoring reports and site visits; • involvement of cyp in commissioning and procurement exercises <p>in order to gauge the proportion that include the voice of the child, and where it is present, the key themes children raise, and whether needs are met</p>	<p>Agency Placement search checklist asks what the 'young person's expectations of the placement are'. 18 placement monitoring visits have been conducted since 2012. c. 50% of cases the child is seen during the visit, and their feedback is recorded (example attached</p>  <p>Document5 [Compatibility Mode].</p> <p>Contracted providers are regularly asked for service user feedback,</p>	September 2014	Philippa Granthier
		Review of the Pledge to Looked After Children	<p>Priorities identified for 2014.</p> <p>Art work produced by YP.</p> <p>Publicity materials to be developed and displayed.</p> <p>Web site to be developed.</p>	<p>CICC have aligned their priorities with The Pledge. Achieved. Pledge to be signed at CiCC fete on August 9th</p> <p>Publicity in development, including online access.</p> <p>Web site in</p>	<p>Completed</p> <p>Completed</p> <p>Oct 2014</p>	Debbie Barnett

Reference	Objective	Action	Measurable target	Progress	By when	Lead
				development with Nick Winwood; framework being developed in line with congruent wording.		
4		System established through the CYP Partnership to engage with range of groups of children and young people.	Evidence of system working to enable services to be quality assured and develop Evidence that CYP Partnership initiatives involve children and young people in design and evaluation CYP Partnership Plan developed with involvement of cyp.	Proposal to CYP Partnership April 2014 and approved Evidence will be provided through successful provider once confirmed	Completed Feb 2015 April 2015	Chris Baird Philippa Granthier Philippa Granthier
4		New Pathway Plans and Review of Pathway Plan documents have been developed in conjunction with young people and are designed to be completed by the young person themselves.		16+ Needs Assessment, Pathway Plan and Review of Pathway Plan currently being revised by 16+ Team. Awaiting sign off in order to go live in FWI		Marcia Gilbert
5	Develop a programme to enable young people to inspect and report on the quality and accessibility of services.	Develop as part of job description for participation officer Establish budget to facilitate this	Young People are actively involved in assessing the quality of service provided to them.	Participation worker now in post – youth inspectors programme in team plan.	TBA	Hilary Jones
6	Support young people to	Training and preparation of young people's interview	Young people are actively involved in the	Young People's Interview Panel in	Completed	Debbie Barnett

Reference	Objective	Action	Measurable target	Progress	By when	Lead
	participate In a variety of activities that will increase confidence and self esteem.	panels	recruitment of staff.	place. Policy has been approved. Training to train to take place on the 13 th /14 th and 15 th August to ensure our young people's panel is embedded in the Authority. Young people have been involved in a range of interviews recently	Completed Ongoing	
6		Ensure an annual event with senior leaders and members, and young people, takes place, rewarding them for their achievements (akin to Lambeth's "extra mile" awards).	Young people's achievements are recognised and rewarded. Celebration event takes place.	CICC priority. Believe 2 Achieve to take place this Autumn.	October 2014	Debbie Barnett
6		Operate two social groups per week	Aim to facilitate peer support and informal education across the age range	11-18 group runs fortnightly. 7-11 group runs fortnightly 7-11 group has been running for 6 weeks 18+ group – young person has applied for funding. Care Leaver Champions to take the lead on this.	From January 14 From June 14 From June 14	Debbie Barnett

Children and young people are listened to, practice is focused on their needs and experiences and influenced by their wishes and feelings or, where they cannot represent their view themselves, those advocated on their behalf.

Practice is informed by feedback from children and their families about the effectiveness of the help, care or support they receive from the time it is first needed until it ends.

Children, young people and families have timely access to, and use the services of, an advocate where appropriate.

Children and young people are helped to understand their rights and the responsibilities that accompany those rights and legal entitlements. They understand how to complain and have access to an advocate and independent visitor.

Children and young people are represented by a Children in Care Council or similar body which is regularly consulted on how to improve the support they receive.

The views and experiences of children, young people and their families are at the centre of service design and influence development and strategic thinking.

The local authority knows itself well, is a learning organisation and can demonstrate evidence of practice that is informed, modified and sustainably improved by feedback, research and intelligence about the quality of services and the experiences of children, young people and families who use them. This may, for example, include feedback from the children in care council, change that arises from complaints that children and families make about their experiences or from successful or disrupted placements or adoption breakdown

Statutory reference

1. Statutory Guidance for Local Authorities on Services and Activities to Improve Young People's Well-being June 2012

This is statutory guidance issued by the Secretary of State for Education under Section 507B of the Education and Inspections Act 2006. It relates to local authorities' duty to secure services and activities for young people aged 13 to 19, and those with learning difficulties to age 24, to improve their well-being, as defined in Subsection 13.

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