

CORPORATE PARENTING BOARD – 18th MARCH 2013

Title of paper:	Children in Care Council – 2012 Have Your Say results	
Director(s)/ Corporate Director(s):	Acting Corporate Director Children and Families – Candida Brudenell	Wards affected: All
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Relevant Council Plan Strategic Priority:		
World Class Nottingham		
Work in Nottingham		
Safer Nottingham		x
Neighbourhood Nottingham		
Family Nottingham		x
Healthy Nottingham		
Leading Nottingham		
Summary of issues (including benefits to citizens/service users):		
<p>The findings from the 2012 Have Your Say survey have been analysed by the Children in Care Council and they have assessed performance against the results of the 2011 HYS survey.</p> <p>The assessment process used a RAG rating to show how services are performing from the perspective of responding service users.</p> <p>The accompanying presentation to Board highlights the findings of this assessment and provides a guide to priority actions to inform the 2013/14 Corporate Parenting Action Plan.</p> <p>A summary of findings from the survey process will also be presented to Board.</p>		
Recommendation(s):		
1	It is recommended that the assessment results are used to inform the 2013/14 Corporate Parenting Action Plan, with priority given to areas highlighted by the assessment.	
2	The Board recognises the significant work done by the Children in Care Council in the planning, delivery and analysis of the HYS survey, as part of their vital role in the co-production of services across children's social care.	
3	The Board agree to support all aspects of the 2013 Have Your Say survey and implement its findings as appropriate.	

1. BACKGROUND

1.1 The Nottingham City Children in Care Charter makes a series of pledges that are owned by the Corporate Parenting Board. The pledges commit the Board and its constituent partners to work towards the highest standard of service delivery to Children in Care and Care Leavers corporately parented by the Board.

1.2 The principal means of performance assessment against the pledges is through the annual Have Your Say Survey, which is sent out to all CiC and contacted Care Leavers.

1.3 The 2012 survey, issued last November, produced C.150 returns from a survey group of 660, or 23%. This compares to 18% in 2011, a 5% rise in returns.

1.4 The correspondence accompanying the postal distribution of 2012 surveys was accompanied by 'You Said, We Did' feedback on actions taken against the priority areas highlighted by the Children in Care Council from the 2011 HYS survey.

2. REASONS FOR RECOMMENDATIONS (INCLUDING OUTCOMES OF CONSULTATION)

2.1 Ensuring the views of service users are used to inform service improvement is a cross-cutting theme of the Children and Young People's Plan and the Corporate Parenting Action Plan. It is one of the primary means by which the Corporate Parenting Board demonstrates the active participation of corporately parented children and young people in decision-making at strategic and operational level.

2.2 Other significant drivers include the various safeguarding related inspection criteria that require the Board to evidence service user participation; Munro Report recommendations on developing a child centred approach to service design and delivery; Nottingham City Participation Strategy commitment to Article 12 on the UN Convention on the Rights of the Child.

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY)

4.1 The total resource cost of the 2012 HYS survey and the anticipated resource requirement will be presented to Board.

4.2 Improvements in services based on the insight from service user views can lead to a wide spectrum of benefits, including resource efficiencies.

5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS, CRIME AND DISORDER ACT IMPLICATIONS AND EQUALITY AND DIVERSITY IMPLICATIONS)

5.1 Each survey has a unique reference number enabling all responses to be screened for individual safeguarding and specific service-use complaints.

6. EQUALITY IMPACT ASSESSMENTS (EIAs)

No. This report does not include proposals for new or changing policies, services or functions

7. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

7.1 Children in Care Charter.

7.2 2012 Have Your Say Survey

8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 Nottingham City Children and Young People's Plan

Children in Care & Care Leavers' Charter

Nottingham City Council has a responsibility to children and young people in its care and to its care leavers. This responsibility is represented by the term "Corporate Parenting": Nottingham City Council is the "Corporate Parent" for all children and young people in its care and its care leavers. Because of this responsibility, Nottingham City Council makes the commitments below.

We will ensure that all children and young people in and leaving our care have the right home and support to keep them safe and well and to help them grow into happy, healthy, successful and fulfilled young adults who are optimistic about their future.

Commitments to children and young people in care and care leavers

- We will treat all our children and young people with respect and with regard to their age and understanding
- We will give our children and young people enough time and help to understand (and be happy) with their circumstances
- We will make sure they know about the advocacy and complaints services in case they want help to have their views heard or are unhappy with us
- We will listen to our children and young people and involve them in planning for their care
- We will keep our children and young people safe and well by:
 - Seeing that they have the right place to live as quickly as possible
 - Making sure that this home is stable and keeps them safe
 - Giving them the right support to be as healthy as possible
- We will help our children and young people to enjoy themselves
- We will help them to achieve at school and elsewhere to the very best of their ability
- We know that a change of home, carer, social worker or school can easily cause problems for a child or young person so we promise to do all we can to prevent such changes unless they are absolutely necessary to keep the child or young person safe and well
- We will make sure that a child or young person stays in touch with their birth family and friends as much as possible, considering their safety and wellbeing
- We will help our children and young people to plan for and achieve a successful journey into independent adulthood
- We will ensure that all our children and young people – and the adults working for them – know about these promises

Commitments concerning children and young people in care and care leavers

- We will make sure that Nottingham City Council is the best Corporate Parent it can be and achieve improved and sustainable outcomes for children and young people in and leaving our care
- We will ensure that everyone who shares our responsibility to children and young people in care and care leavers helps us to keep these promises
- When there are changes to the law or other things that affect the lives of children and young people in and leaving our care, everyone involved – Nottingham City Council and its partners – will respond together, for the benefit of our children and young people
- We will let children, young people and everyone else concerned with these commitments know how well we are keeping them by reporting about them regularly

For more information or to see the Children & Young People's Plan please visit
www.nottinghamchildrenspartnership.org.uk

Nottingham City Council, NHS Nottingham City, City of Nottingham Governors' Association, National Probation Service, Job Centre Plus, Nottinghamshire Police Authority, Djanogly City Academy, Nottingham Community and Voluntary Services, Nottingham City Safeguarding Children Board, Hadden Park High, Nottingham Nursery and Training Centre, Springfield Primary School.



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