

CORPORATE PARENTING BOARD - 1st June 2015

Title of paper:	Children in Care Council – 2014 Have Your Say Survey Results	
Director(s)/ Corporate Director(s):	Alison Michalska, Corporate Director Children and Adults	Wards affected: ALL
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Other colleagues who have provided input:	Grace Brough, Quality and Commissioning Kwesi Williams, Children in Care Team	
Date of consultation with Portfolio Holder(s) (if relevant)	13 May 2015	
Relevant Council Plan Strategic Priority:		
Cutting unemployment by a quarter		<input type="checkbox"/>
Cut crime and anti-social behaviour		<input type="checkbox"/>
Ensure more school leavers get a job, training or further education than any other City		<input type="checkbox"/>
Your neighbourhood as clean as the City Centre		<input type="checkbox"/>
Help keep your energy bills down		<input type="checkbox"/>
Good access to public transport		<input type="checkbox"/>
Nottingham has a good mix of housing		<input type="checkbox"/>
Nottingham is a good place to do business, invest and create jobs		<input type="checkbox"/>
Nottingham offers a wide range of leisure activities, parks and sporting events		<input type="checkbox"/>
Support early intervention activities		<input checked="" type="checkbox"/>
Deliver effective, value for money services to our citizens		<input checked="" type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
<p>a. The findings from the 2014 Have Your Say survey of children in care and care leavers have been analysed by the Children in Care Council who have assessed performance against the results of previous years using a Traffic Light rating system.</p> <p>b. Three priority areas have been identified for attention and/or action, these area linked to following Children in Care and Care Leavers Charter Commitments</p> <ul style="list-style-type: none"> - 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 keep our children and young people safe and well by: Seeing that they have the right place to live as quickly as possible - 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 <p>c. The findings provide insight into how Children in Care and Care Leavers perceive the quality and value of services they receive. It is recommended that these findings are used to inform and guide relevant action plans.</p>		
<p>NB. A summary of the findings will be presented to the Corporate Parenting Board ('the Board') by members of the Children in Care Council.</p>		

Recommendations:	
1	The findings of the survey and RAG rating assessment results are used to inform the strategic action plan of the Board endorsed 2014 - 2016 Children in Care and Care Leavers Strategy, with priority given to areas highlighted as red.
2	The Board recognises the hard work done by the Children in Care Council in the planning, delivery and analysis of the Have Your Say survey, and acknowledges their vital role in the co-production of services across children's social care.
3	The Board to implement the findings of the 2015 Have Your Say survey as appropriate.

1. REASONS FOR RECOMMENDATIONS

- 1.1 Ensuring that the views of service users are used to inform service improvement is a cross-cutting theme of both 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.
- 1.2 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.
- 1.3 Previous iterations of the survey have provided significant insight into the views and experiences of Children in Care and Care Leavers which in turn has been used to shape improvement plans for a number of service areas.

2. BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)

- 1.1 The pledges contained in the Nottingham City Children in Care and Care Leavers' Charter 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 (HYS) Survey, which is sent out to all Children in Care and those Care Leavers in contact with services.
- 1.3 691 surveys were sent out to children aged 3 and over this year. There were 122 returns, thus we achieved an 18% response rate. This is a 3.5% increase when compared to our response rate in 2013 (24% response rate in 2012 and 18% in 2011).
- 1.4 In addition to the standard HYS survey, an optional easy read version for children under 10 years and those with learning difficulties was sent out as an alternative form of feedback. The questions were not linked to the overall survey and as result the findings have not been incorporated into the RAG assessments, however findings will form part of our evidence base. The primary purpose of the survey is to encourage participation our younger cohort of children and to cultivate a culture of participation.

1.5 As in previous years, the survey was accompanied by the 'You Said, We Did' feedback statement. The statement identifies actions that were undertaken to address the priorities highlighted as a result the 2013 Have Your Say survey.

1.6 In assessing the survey the Children in Care Council used a RAG rating system to indicate how well they thought services are performing compared to the pledges made in the Children in Care Charter. RAG rating colours – green, amber and red – identify the degree to which services are perceived to be doing well or improving, or require some form of attention and/or improvement. Through this process three areas have been identified for further attention and/or action through the Corporate Parenting Board partnership: educational support, consistency of care, and support for leaving care.

1.7 Detailed findings of the survey and RAG rating assessment will be presented at the June 2015 Corporate Parenting Board. (See appendix 1).

3. OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS

3.1 None

4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

4.1 The cost of the Have Your Say survey is approximately £1000 per year, consisting primarily of printing and postage. This cost is currently met by the Children in Care team, who also provide officer support. Analysis is provided by the JSNA team, citizen engagement and overall management by the Engagement Lead officer.

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 AND CRIME AND DISORDER ACT 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 ASSESSMENT

Has the equality impact been assessed?

Not needed (report does not contain proposals or financial decisions)

No

Yes – Equality Impact Assessment attached

Due regard should be given to the equality implications identified in the EIA.

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

7.1 Nottingham City Children in Care and Care Leavers' Charter (Appendix 2)

7.2 Have Your Say survey (Appendix 3)

8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 Nottingham City Children and Young People's Plan