

CORPORATE PARENTING BOARD - 19TH MAY 2014

Title of paper:	Children in Care Council – 2013 Have Your Say Survey Results	
Director(s)/ Corporate Director(s):	Alison Michalska, Corporate Director Children and Adults	Wards affected: ALL
Report author(s) and contact details:	Jon Rea, Engagement and Participation Lead jon.rea@nottinghamcity.gov.uk 0115 8764817	
Other colleagues who have provided input:	Yu-Ling Liu-Smith, Quality and Commissioning Kwesi Williams, Children in Care Team	
Date of consultation with Portfolio Holder(s) (if relevant)		
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 type="checkbox"/>
Summary of issues (including benefits to citizens/service users):		
<p>a. The findings from the 2013 Have Your Say survey of Children in Care and Care Leavers have been analysed by the Children in Care Council and they have assessed performance against the results of previous years' surveys.</p> <p>b. The survey has been assessed by the Children in Care Council used a RAG rating system and three priority areas have been identified for attention and/or action: educational support, consistency of care, and support for leaving care</p> <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 actions for improvement in the 2014/15 Corporate Parenting Action Plan.</p>		
<p>Nb. A summary of the findings will be presented to 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 2014/15 Corporate Parenting Action Plan, with priority given to areas highlighted by the assessment.	
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 agree to support all aspects of the forthcoming 2014 Have Your Say survey and implement its findings as appropriate.
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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 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)

- 2.1 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.
- 2.2 The principal means of performance assessment against the pledges is through the annual Have Your Say Survey, which is sent out to all Children in Care and those Care Leavers in contact with services.
- 2.3 599 questionnaires were sent out to children aged 3 and over this year. There were 87 usable returns achieving a 14.5% response rate. This is a 9.5% decrease in rate from 2012 (24% response rate in 2012 and 18% in 2011).
- 2.4 The correspondence accompanying the postal distribution of 2013 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 2012 Have Your Say survey.
- 2.5 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.

Detailed findings of the survey and RAG rating assessment results are contained in the 'Have Your Say 2013 – summary of survey results' report accompanying this report.

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)

X

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

7.2 2013 Have Your Say survey

8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

8.1 Nottingham City Children and Young People's Plan