

## CORPORATE PARENTING BOARD – 21st March 2016

<b>Title of paper:</b>	Children in Care Council – 2015 Have Your Say Survey Results	
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<b>Other colleagues who have provided input:</b>	Grace Brough, Quality and Commissioning Kwesi Williams, Children’s Integrated Service	
<b>Date of consultation with Portfolio Holder(s) (if relevant)</b>	<b>8<sup>th</sup> March 2016</b>	
<b>Relevant Council Plan Strategic Priority:</b>		
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"/>
<b>Summary of issues (including benefits to citizens/service users):</b>		
<p>a. The findings from the 2015 Have Your Say survey (appendix one) of children in care and care leavers have been analysed by members of the Children in Care Council (CiCC) who have assessed performance against the results of previous years.</p> <p>b. The findings provide insight into how Children in Care and Care Leavers view the quality and value of services they receive: they are not a quantitative judgment on those services. It is recommended that these findings are used to inform and guide relevant action plans.</p> <p>c. Based on this year’s results, three areas of further focus and enquiry by the children in care council have been identified. These areas are linked to following Children in Care and Care Leavers Charter (appendix two) commitments. They will form the basis of the 2016/17 Corporate Children in Care Council meetings.</p> <ul style="list-style-type: none"> <li>- Time and help to understand why they are in care and changes in their situation</li> <li>- Knowledge and use of advocacy, complaints and independent visitor services</li> <li>- Preventing unnecessary change in care placements, social worker arrangements and education</li> </ul>		
<b>Recommendations:</b>		
<b>1</b>	The findings from the survey results are used to inform relevant service and corporate action and business plans.	

2	The Board recognises the hard work done by the CiCC 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 Children in Care and Care Leavers Strategy. 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 (HYS) Survey, which is sent out to all Children in Care and those Care Leavers in contact with services.
- 2.3 690 surveys were sent out to children aged 3 and over this year. There were 128 usable returns, thus we achieved a 19% response rate. This is a 1% increase when compared to our response rate in 2014. Our response rate compares to a 4.3% response rate nationally for the 2015 Care Monitor survey.
- 2.4 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 assessments by the CiCC, however findings will form part of our evidence base. The primary purpose of the survey is to encourage participation of our younger cohort of children and to cultivate a culture of participation.
- 2.5 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 areas highlighted as a result of the 2014 Have Your Say survey.

2.6 In analysing the survey results, 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.

2.7 The areas identified for further focus and enquiry through Corporate CiCC meetings correspond with the following Children in Care and Care Leaver commitments

**Commitment: We will give our children and young people enough time and help to understand (and be happy) with their circumstances**

Figures show that a small minority (less than 10%) of those who responded felt that their carer and or social worker/personal advisor did not have enough time for them. Despite the low percentage, members of the CiCC felt that further work in this area was needed to ensure all children and young people felt that enough time was given to them by carers and social workers/personal advisors.

**Commitment: 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**

As in 2014, the majority (over 90%) of the children and young people who responded knew where to go if they were unhappy or wanted to make a complaint. However, there was a small drop in the percentage of children and young people who reported knowing where to go if they wanted to speak to an independent person i.e. someone who was not their social worker/personal advisor or carer. There was also a drop in the percentage of children and young people who reported talking the advocacy service. It is not clear what this drop is attributed to so further enquiry is needed.

**Commitment: 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**

The result for 2015 survey shows a reduced proportion of children and young people stating they had a change in all aspects compared to 2014. In particular, those having a change of home and carer saw the biggest reductions. There has been an increase in the proportion of children stating they had experienced no changes in the last 12 months across all categories (home, carer, school and social worker). Despite these overall reductions, most respondents had experienced a change of social worker over the past 12 months.

### **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 Insight team, while citizen engagement and overall management by the Engagement and Participation 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 Have Your Say survey (Appendix 1)

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

8. **PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

8.1 Nottingham City Children and Young People's Plan