



Children's Service Voice of the Child Annual Report 2018 / 2019

CONTENTS

	PAGE
1.0 Introduction	2
2.0 Review of 2018 / 19	3
3.0 Priorities 2019 / 20	6

1.0 INTRODUCTION

Middlesbrough Children's Services is committed to providing high quality, consistent and dependable services for children, young people and their families. In order that this commitment is realised we will ensure that children and young people remain at the heart and centre to everything we do and are supported to shape the delivery of our services.

Supporting children and young people to participate can:

- Give children and young people the opportunity to be involved in decisions that affect their lives;
- Allows children to feel listened to, valued and respected;
- Gives children the confidence to ask questions and ensure the services are right for them;
- Improves their confidence skills and knowledge which increases their life chances;
- Allows children and young people to make a difference within their communities;
- Gives them sense of pride within their communities.

For services and organisations supporting children and young people to participate can:

- Ensure that services are structured to meet the needs of the children and young people accessing the service;
- Help them to improve engagement of children and young people in their services;
- Bring new perspectives and influence to improve outcomes of their work;
- Ensure money is spent in the most efficient and effective way.

For the community supporting children and young people to participate can:

- Promote ownership and working together more effectively;
- Encourage the communities to value the contributions that children and young people can make;
- Ensure we are tailoring resources and services to meet the needs of the communities;
- Encourage children and young people to become active members of the community.

2.0 A REVIEW OF 2018 / 19



Participation Highlights 2018 / 2019



WRITTEN STATEMENT OF ACTION

LET'S CHAT!!

Consultation with 59 children and young people with additional needs with 265 parents and carers of children and young people with additional needs.



Top Tips

Worked with children and young people resident in Rosecroft, Holly Lodge and Gleneagles; and Heart Gebles and CAFCASS, to create top tips for workers working with young people including with autism, LGBT and trans young people, to highlight from a young person's perspective how best to work with them & handle situations.

Impact highlights

These posters have been displayed in office buildings and stored on Tri-X for all colleagues to access.

Impact highlights

- Creation of a Youth Forum for Children with additional needs.
- Improved the Local Offer. For instance, the work readiness team have improved their information and guidance support offer each person has a mentor.
- The feedback from young people was fed into the preparation for adulthood action plan.
- Recommissioned the Speech and Language Therapy (SALT) services.
- Improved communications between the council and the families in Middlesbrough. For instance, developed a parent email consultation group of 88 members. This allows us a platform to reach parents, we send out monthly questionnaires/ consultation opportunities. The parents identified a need for a Facebook group that was launched in February and we now have 60 members.
- Developed an annual conversation pack with schools. Services have a month to respond within a 'you said, we will' report.
- MFC Foundation have created a football group for children who are visually impaired.

COMMUNITY EVENT

FEELGOODBORO



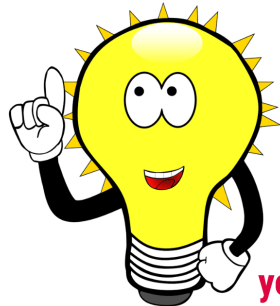
Event for children, young people and families organised and ran by young people. 460 children, young people and families attended.

Impact highlights

- Promotion of the services the Council offer for families.
- Development of a community talent show for 2019 with the aim to break down some of the barriers in Middlesbrough's communities.



Participation Highlights 2018 / 2019



BRIGHT SPOTS

*Your Life, In Care ' &
'Your Life, Beyond Care'*

Survey to gain the views of children and young people in care. We had feedback from 40% of children in care and 54% care leavers.

Impact highlights

- The feedback has shaped team plans / service plans / the directorate improvement plan. Each team has produced a 'you said, we will' response to the findings.
- feedback integrated into the voice of the child audit tool.
- Delivered at the Voice and Influence conference in March 2019 where 150 colleagues from Children's Services attended, Councillors, and the Chief Executive.



MOMO

This app allows a child/young person to have a voice in decisions that affect their lives.

Impact highlights

- 149 young people have signed up to use the app and 214 workers.
- Most used scenario statement by young people is 'my worker is visiting' and 'preparing for a Child Protection Conference

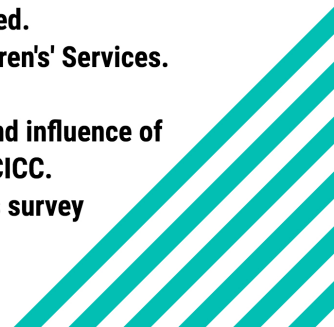


VOICE AND INFLUENCE CONFERENCE

Event for front line practitioners ran by CICC. 150 professionals attended. Performance from the Middlesbrough open orchestra.

Impact highlights

- Mandatory Voice of the Child e-learning launched.
- Voice and Influence champions identified from across Children's Services.
 - Best practice direct working tools shared.
- All attendee committed to a 'promise' to support the voice and influence of children and young people. This will be tracked by CICC.
- 'We will' statements created against the bright spot's survey





Participation Highlights 2018 / 2019



FAMILY CONTACT

Children in Care Council ran a workshop on Family Contact at the Regional CICC Conference and presented to over 60 professionals.

TACKLING STIGMA

Members of the Children in Care Council ran a stall at Teesside University about tackling the stigma that Care Leavers face. Had discussions with students about the statistics of care leavers attending University and why they may think the numbers are so low.

Impact highlights

This work has fed into a report for the University pastoral team with the aim to support more Care Leavers into university.

Impact highlights

- Workshop has been recorded and used for training in the future. It has also been delivered to the Corporate Parenting Board.
- Children's Care have changed the term 'contact' to the term 'family time'.

PATHWAYS CELEBRATION EVENT



21 young people attended the event.

Impact highlights

- 19 services attended who could support young people.
- Digital resilience workshop was delivered.
- Young people fed back about how they would like to be communicated with. A social media plan has been developed and facebook group launched.

YOUNG COMMISSIONERS & YOUNG RECRUITERS

Young Commissioners and Young Recruiter panels are being developed to support young people's voice and influence in key processes.

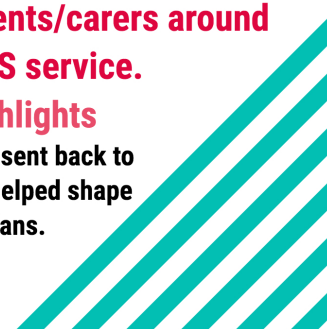


CONSULTATION OF CAHMS SERVICES

Consulted with parents/carers around the CAMHS service.

Impact highlights

This feedback was sent back to the NHS CCG and helped shape delivery plans.



3.0 PRIORITIES FOR 2019 / 2020

INDIVIDUAL	SERVICE	STRATEGIC
<ul style="list-style-type: none"> • Improve the voice and influence of children and young in the commissioning of placements. • Create ID cares for front line workers which outline their role and contact details. • Improve the involvement of children and young people in the transitions planning process to ensure the move from child hood to adult hood is as smooth as possible. • Ensure all children's reviews meeting are more engaging for Children and Young People. This includes more children chairing their own meetings. • Launch a new feedback survey in May 19 for families and children involved with Children's Care. Survey to take place quarterly. • Increase the use and impact of the MOMO app to gather views and influence their own plan. • Direct work on case files 	<ul style="list-style-type: none"> • Launch the mandatory Voice and Influence E-learning in March 2019. • The launch of the SEND Annual consultation pack in September 2019 • Strengthen the youth forum for children with additional needs • Launch the LAC pack created by the Review and Development Unit in April 19. • Strengthen audits to review and develop the Voice and Influence work across Middlesbrough children’s services using the feedback and recommendations from the Bright Spot’s Coram Voice surveys. • An increase in Children and Young People attending their EHCP meetings; LAC Reviews; Annual Reviews; SAM meetings; CIN meetings and CP meetings. • Strengthen the role and reach of CICC. • Launch a CICC take over day for the Council. 	<ul style="list-style-type: none"> • Strengthen the Voice and Influence of Children and Young People in the corporate social regenerate agenda. • Launch the Voice and Influence champion network in April 2019. • Strengthen the young recruiters panel by April 2019. • Launch the young commissioners panel. • Establish a Youth Council led by an MYP linking closely with the regional BYC network. • Strengthen the role children in key strategic meetings such as the Children's Trust and Corporate Parenting Board. • Strengthen the impact of the participation steering group.

