

Voice of the Child Development Plan

1. Vision and Commitment

- 1.1 Kirklees Children's Services strives to ensure children and young people remain front and centre of everything we do. In everything we do, there must be clear and immediately accessible information about the child or young person, their views and ascertainable wishes and feelings.
- 1.2 The overall purpose of this Voice of the Children and Young People Framework is to:
- Outline expectations in relation to how we will engage with children and young people to elicit their views and ascertainable wishes and feelings.
 - Ensure roles and responsibilities are clearly defined and to strengthen lines of accountability.
 - To ensure the views of children and young people influence the care and services they receive and service development.
 - Bring about improved outcomes for children, young people and their families by improving professional practice and the quality of service delivery.
- 1.3 Key principles underpinning the Voice and Influence of Children and Young People on our performance and service delivery:
- Ensure that all children and young people are involved in the decisions that affect them; their participation is essential to improve services and respond to their needs, and the shared aim of their participation should be change.
 - Actively promote young people's participation in co-production and contributing to service development.
- 1.4 Kirklees Children's Services will gather the views of service users through a variety of processes:
- Parents and, sometimes, young people attend child protection conferences and they are asked to complete a form detailing their experience of both the conference itself but more widely how the child protection plan is constructed and delivered. ***This will be collated and feedback to the service through quarterly reports and fed into the thematic audit process.***
 - Children and young people routinely contribute to, or even chair their own Child in Care Reviews. ***We will report on and analyse their participation rates and analyse their feedback to form a broader overview of their views of the child care system.***
 - Advocacy services and Independent Visitor feedback. ***The service will provide quarterly and annual reports, managed through the Safeguarding and Quality Assurance Service and recommendations fed into operational managers.***
 - Feedback from partners is another source of understanding that is valued. ***This feedback may come informally through joint working and networking activities; as a consequence of multi-agency case audits; via the Courts or legal services who provide feedback on the quality of care planning and the progress of Children in Care proceedings. Feedback is also sought via commissioned services, fostering and residential in regards to the provision of services.***

2. Who is this strategy and action plan for?

- 2.1 It is intended for everyone working with children and young people aged 0-19 years, as well as some young people with additional needs up to the age of 25 years in Kirklees.
- 2.2 This includes people working directly with children and young people and people who manage staff, services or organisations that support children and young people. It is also for organisations and partnerships whose work impacts on children and young people.

3. Aim of the strategy and action plan

- To build greater opportunities for participation of children and young people in Kirklees
- To embed a culture that supports and values the participation of children, young people and their families, both individually and as a group
- To encourage the development of a workforce that is skilled and motivated to offer high quality engagement opportunities to as many children, young people and families as possible
- To enable decision makers to understand, consider and respond to young people and their family's voices
- To develop systems and strengthen practice that support children and young people's involvement

4. Who is responsible and how will we know if we are getting it right?

- 4.1 Everyone working in Kirklees has a responsibility to listen and respond to what children, young people and their families are telling us and they will do this in a wide range of innovative ways. However the following action plan will give teams and services a framework to embed voice of the child in their service planning, but allow them the flexibility to tailor it to the uniqueness of their own service area.
- 4.2 ***The Voice of the Child Task & Finish Group*** was established in June 2018 and comprises representatives from teams and services across Kirklees Council. This group will be responsible for overseeing the delivery of the plan and holding their respective teams and services to account in terms of the delivery and quality assurance of each area within the plan.
- 4.3 The Quality Assurance Framework within Children's Services will be used to consider how well Children's Services as a whole captures and responds to the voice of the child.

Voice of the Child Action Plan

Recruitment				
Objective	How we will achieve	Timescale	Lead	Measure of achievement/evidence
1. To involve children, young people and their families in the recruitment of professionals within the authority and foster carers.	Work with HR Partner to review the procedure for services to involved young people in recruitment	March 2019	Julie Walker Mel Tiernan	
	To present revised procedure at future Leadership Session to promote widely across Children's Services	March/April		
	Services that have had a positive experience in involving young people in participation to provide case studies which can also be shared at Leadership Team	March/April		
Learning and Development				
Objective	How we will achieve	Timescale	Lead	Measure of achievement/evidence
2. To ensure the Learning and Development pathways promote the importance of voice of a child through affective training and development, with the opportunity for children, young people and families to be involved in the delivery.	To work with Early Years and Virtual school to develop and roll out a two-tiered Child Development training	June 2019	Anna Gledhill, Sam Scadden and Marion Gray	
	To increase the frequency of delivery of Engaging the mind of the child training, and expand to cover teenagers	March 2019		
		March 2019		

	To ensure that new starters receive engaging the mind of the child starter pack	March		
	To review all L&D pathways across Children's to understand what learning opportunities exist and where are the gaps	March		
	To ensure foster carers, special guardians and connected persons also have access to the learning opportunities	March		
	To ensure Induction checklists includes a requirement to undertake Total Respect training			
Communication				
Objective	How we will achieve	Timescale	Lead	Measure of achievement/evidence
3. To establish and strengthen the right platforms and support from Children's Rights Team, for children, young people and families to access us when they want and how they want and to tell us about their experiences.	To undertake an audit of how each service engages with children, young people and their families To develop innovative processes for recording, reporting and celebrating the voice of children, young people and their families. To work with each service to evidence how they use the voice of the child to improve the service	March 2019 March March	Anna Gledhill, Julie Walker, Tracy Speight, Rachel Fairhurst	

	<p>for the individual as well as drive strategic improvement</p> <p>To explore the <i>Call Steve</i> initiative</p> <p>To improve the representation of young people giving their feedback via Children in Care Council and Care Leavers Forum</p> <p>To involve children, young people and families in helping us understand their needs and to involve them in the procurement and contract management of services</p>	<p>March</p> <p>March</p>		
Complaints and Compliments				
Objective	How we will achieve	Timescale	Lead	Measure of achievement/evidence
<p>4. To ensure that learning from complaints and compliments is systematically used to shape and improve services.</p>	<ul style="list-style-type: none"> - To raise the profile of compliments and complaints (positive aspect of learning) - Undertake review of all stage 1 complaints to understand how quickly we responded and if they could have been avoided with a more restorative approach - Link in with Learning & Development Service to embed learning - Promote a proactive approach to collating compliments and implement a mechanism for 	<p>March 2019</p>	<p>Yasmin Mughal and Helen Sanderson</p>	

	celebrating success (including IRO feedback which can be recorded on the child's file Consider how we can join up with KSCB, residential and corporate to identify and learn from compliments and complaints captured outside of CPRU			
Partnership and Member engagement				
Objective	How we will achieve	Timescale	Lead	Measure of achievement/evidence
5. To ensure that partners and elected members effectively champion the views of children, young people and their families	Partners and members to establish an agreed process for capturing an recording voice of the child and processes for using this to shape and improve services	March 2019	Sharon Hewitt/Ophelia Rix	