

Public Document Pack



NOTICE OF MEETING

Meeting	Corporate Parenting Board
Date and Time	Monday, 3rd December, 2018 at 2.00 pm
Place	Chute Room, EII South, Winchester
Enquiries to	members.services@hants.gov.uk

John Coughlan CBE
Chief Executive
The Castle, Winchester SO23 8UJ

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

AGENDA

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

All Members who believe they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Part 3 Paragraph 1.5 of the County Council's Members' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 1.6 of the Code. Furthermore all Members with a Non-Pecuniary interest in a matter being considered at the meeting should consider whether such interest should be declared, and having regard to Part 5, Paragraph 2 of the Code, consider whether it is appropriate to leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with the Code.

3. MINUTES OF PREVIOUS MEETING HELD ON 25 SEPTEMBER 2018 (Pages 5 - 8)

To confirm the minutes of the previous meeting.

4. DEPUTATIONS

To receive any deputations notified under Standing Order 12.

5. CHAIRMAN'S ANNOUNCEMENTS

To receive any announcements the Chairman may wish to make.

6. BRIGHT SPOTS SURVEY OF CHILDREN IN CARE (Pages 9 - 24)

To receive a report from the Director of Children's Services with an overview of the Bright Spots Survey 2018.

7. SOUTH EAST DCS PEER CHALLENGE OF CARE LEAVER SERVICE (Pages 25 - 40)

To receive a report from the Director of Children's Services with an overview of the South East Sector Led Improvement Programme – DCS Peer Challenge of the Care Leaver service.

8. PARTICIPATION UPDATE (Pages 41 - 58)

To receive an update from the Director of Children's Services providing an update on the progress made on all elements of the Participation Strategy.

9. OVERVIEW OF PARTICIPATION CONFERENCE (Pages 59 - 82)

To receive a report from the Director of Children's Services with feedback from the recent conference held on 22 October 2018.

10. OFSTED FOCUSED VISIT PUBLISHED LETTER (Pages 83 - 92)

To receive a report from the Director of Children's Services with the outcome letter from the recent departmental Ofsted inspection.

11. CORPORATE PARENTING BOARD - ANNUAL REPORT (Pages 93 - 104)

To receive the annual report from the Director of Children's Services.

12. FEEDBACK FROM MEMBERS' WORKSHOP (VERBAL UPDATE ONLY)

To receive feedback from the workshop which took place on 13 November 2018.

13. WORK PROGRAMME (Pages 105 - 112)

To agree the Work Programme for the Corporate Parenting Board.

ABOUT THIS AGENDA:

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact members.services@hants.gov.uk for assistance.

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

This page is intentionally left blank

Public Document Pack Agenda Item 3

AT A MEETING of the Corporate Parenting Board of HAMPSHIRE COUNTY COUNCIL
held at the Castle, Winchester on Tuesday, 25th September, 2018

Chairman:
p Councillor Roz Chadd

p Councillor Ann Briggs

p Councillor Malcolm Wade

Co-opted members

Dan Busby
Shannon Nicholls
p Carla Wright

28. APOLOGIES FOR ABSENCE

No apologies were received.

29. DECLARATIONS OF INTEREST

There were no declarations of interest.

30. MINUTES OF PREVIOUS MEETING

The minutes of the meeting dated the 13 July 2018 were agreed.

31. DEPUTATIONS

There were no deputations received.

32. CHAIRMAN'S ANNOUNCEMENTS

The Chairman noted that members of the Corporate Parenting Board had recently met with Foster Carers to discuss their role and any feedback they would like to raise. This meeting was considered to be beneficial to the Board's work and the discussion aligned with the feedback received from young people previously. However, it was noted that a wider pool of Foster Carers with a variety of training levels should be consulted in the future.

In a summary of the conversations that took place, the Chairman highlighted the lack of communication and the impact of changing Social Workers as the main issues raised by those present. It was noted that this was not a systemic problem and that an Action Plan would be created to respond to this feedback.

33. FOSTER CARE RECRUITMENT

The Board received a presentation from the Director of Children's Services providing an overview of Foster Care Recruitment in Hampshire. The Panel found that those wishing to become Foster Carers must be over 21 years old and poses a spare room and previous childcare experience; this experience can

be personal or professional. The main difficulties in recruiting Foster Carers was financial concerns linked to the cost of caring for a child and the availability of a spare room.

The Board heard that there has been a decline in the number of households approved in line with a decline in interested parties but that this fit the national picture. It was noted that a variety of support is provided for Foster Carers including a buddy system to match with experienced carers and facilitated groups for Foster Carers. This is alongside the Skills payments and training provided alongside ongoing learning and development.

The Board noted that there were 45 Foster Placement moves in the last year, but not all of these could be considered to be disruptive as the figures do include those that have returned to parents, received a Special Guardianship order or returned home. In response to this, work is being undertaken to ensure that carers have the right skills and experience for the child being placed. Having a variety of Foster Carers to select from is essential for the 'matching' process and is therefore a crucial element of Placement Stability.

The Panel received an overview of recent Foster Carer Surveys which recorded Foster Carer's cause of stress and levels of satisfaction with the quantity and quality of support. It was noted that although the responses have improved, the feedback still shows areas that can be improved, and an action plan has been created to drive this change.

In response to questions members heard that;

- A significant issue with the recruitment of Foster Carers is Independent Fostering Agencies who make the market more competitive. Foster Carers from these agencies are also more expensive for Hampshire to use than those recruited and trained by the Local Authority.
- The current policy is that a child is best placed with their family if possible, in line with current legislation.

Resolved: That the Corporate Parenting Board note the difficulties, and the work being done to overcome them, of Foster Care Recruitment and the impact of Foster Placement moves.

34. **FOSTER PLACEMENT MOVES**

With the agreement of the Chairman, this item was heard as part of the previous item 'Foster Care Recruitment' in order to more easily facilitate discussion on the issues to be raised.

35. **PLACEMENT COMMISSIONING**

The Board received a presentation from the Director of Children's Services providing an overview of Placement Commissioning in Hampshire. It was noted that the team handles a variety of placement types including overnight respite, out of county placements and post 16 accommodation.

The Board heard that between September 2017 and February 2018; 30% of referrals were made for same day placements and a total of 41% were handled in less than two days.

The key components of the Independent Fostering Agency (IFA) Strategy were highlighted;

- Reduce competition between the Council & IFAs,
- Understand provider costs and improve price transparency,
- Work more closely with a reduced number of providers,
- Share data more openly & effectively.

Underpinning this was a Market Positioning Statement which aims to support IFAs in understanding the Council's needs and considering alignment with their own business plans and strategies.

The Board noted that the number of Children who are Looked After is increasing, as are the number of referrals dealt with by the Placement Commissioning team and alongside this there is a capacity issue Foster Carers and the ability to increase is considered limited. There are additional issues with competition with boarding authorities for the same pool of Foster Carers and increased numbers of Unaccompanied Asylum Seeking Children.

In response to questions members heard that;

- The amount paid for an IFA placement will be kept under review in order to ensure that there is value for money, but if a child needs to be placed that would be the main priority.

Resolved: That the Corporate Parenting Board note the role of the Placement Commissioning Team and their role in securing placements.

This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Bright Spots Survey of Children in Care
Report From:	Director of Children's Services

Contact name: Jane Stevens

Tel: 01420 546835

Email: jane.stevens@hants.gov.uk

1. Recommendation

- 1.1. That the Corporate Parenting Board note the content of this report.

2. Summary

- 2.1. The purpose of this paper is to provide the Corporate Parenting Board with an overview of the Bright Spots Survey 2018 which was undertaken with 378 children and young people from Hampshire County Council's care population of 1304, a response rate of 29%. This is a reduction in the response rate of last year by 8% with the view that children and young people are more likely to engage if the survey to be completed less frequently. The risk of continuing annually is that fewer children and young people will want to complete this year on year and the value of the findings is reduced.
- 2.2. The survey was distributed through the Independent Reviewing Service. Independent Reviewing Officers were asked to support children and young people to complete the survey. Regular reminders and updates on response rates were sent to the IRO team during the survey period. Most children and young people were asked to complete the online survey together with their IRO ahead of their LAC review meeting over a six-month period from October 2017- March 2018.

3. Contextual information

- 3.1. This research is part of the Bright Spots programme: a partnership between the University of Bristol and Coram Voice.

The programme aims to:

- improve the care experience for all looked after children;
- give children a voice on their own well-being; and
- highlight the 'Bright Spots' of practice that contribute to children flourishing in care.

3.2. The *Bright Spots Well-Being Indicators*, places children's experience and voices at the heart of measuring subjective well-being. The indicators are measured by the '*Your Life, Your Care*' survey—a tool grounded in research and comparable to national data sets. The survey identifies the areas where children appear to be flourishing and where things could be improved, providing an evidence base of children's experience and well-being to inform service improvements.

3.3. Three online surveys were used to capture looked after children and young people's views on their own well-being. The three versions were for:

- Children aged 4-7yrs (16 questions);
- Children aged 8-11yrs in primary school (31 questions); and
- Young people of secondary school age 11-18yrs (46 questions).

There was a common set of 16 core questions.

Paper surveys were also available and used in cases where no Internet was available, or when the child preferred this method.

3.4. In Hampshire at the time of the survey 1,304 children and young people aged 4-18yrs were looked after and able to complete the survey. Children and young people completed the survey anonymously: individual identifiers such as name, school etc. were not collected in order to allow responses without fear of consequences. If children recorded names or any identifying information on the survey these were removed by the researchers.

3.5. Subjective well-being in this survey refers to children's own evaluations of how they feel about their lives. There are questions in the surveys about affect (e.g. how happy a child feels now), cognitive judgements (e.g. evaluations of relationships) and the inner world (e.g. life having meaning). All these elements help gain an understanding of whether children are flourishing. In addition to questions that measure overarching well-being indicators (happiness, life satisfaction etc.) the questions cover four domains that are important to children and young people: Relationships, Resilience, Rights and Recovery.

3.6. A total of 378 children and young people completed the surveys from an eligible looked after population of 1,304. The overall response rate was 29% which compared to last year when the response rate was 37%, 2018 saw a decrease in responses. The largest decline was seen in responses from the youngest children who had a response rate of 45% in 2016/17.

Age	Care Population	Responses	Response Rate
4 – 7 years	231	42	18%
8 – 11 years	238	75	32%
11 – 18 years	835	261	31%

3.7. In Hampshire, 56% of the looked after population were boys in Hampshire’s statistical return to the DfE (2017). There were more boys (55%) who completed the survey than girls (44%), which reflected the local looked after population. There was a higher response rate for boys (64%) in the 8-11yrs survey compared with the other age groups and the local looked after population. Five young people preferred to not report their gender.

Age	Girls	Boys	Prefer not to say/no reply
4 – 7 years	19 (45%)	23 (55%)	-
8 – 11 years	27 (36%)	48 (64%)	-
11 – 18 years	121 (46%)	135 (52%)	5 (2%)

3.8. The majority (80%) of children and young people who completed the survey were white. Children who identified themselves as being of mixed ethnicity (10%) were over-represented in the survey compared with the local care population, where 4% were recorded as ‘mixed’. (DfE, 2017)

3.9. The majority (70%) of children and young people were living in foster care. Seven young people who reported they were living ‘somewhere else’ were staying in supported accommodation.

4. Performance - Bright Spots!

4.1. In Hampshire, children and young people reported that they felt safe and settled in their homes. 89% of 8-11yrs felt settled ‘all or most of the time’, which was a significantly bigger proportion when compared to 16 other LAs.

4.2. 92% of children (8-11yrs) and 88% of young people (11-18yrs) were given opportunities to explore the outdoors. For the older group this is a significantly bigger proportion compared to their peers in 16 other LAs.

4.3. 70% of young people talked regularly with their carers about things that mattered to them. This was a larger proportion compared to their peers in the general population, where 66% talked regularly to a parent.

4.4. 100% of young children (4-7yrs), 99% of children (8-11yrs) and 93% of young people (11-18yrs) thought the adults they lived with noticed how they were feeling 'all or most of the time' or 'sometimes'. In comparison to their peers across 16 LAs, a significantly larger proportion of the youngest children (4-7yrs) thought their carers noticed their feelings.

4.5. Children and young people in Hampshire reported positive relationships with their carers. The majority of children and young people trusted their carers and thought their carers showed an interest in their education.

4.6. The majority of children (4-7yrs: 93%, 8-11yrs: 95%) and young people (88%) who knew their social worker trusted them 'all or most of the time' or 'sometimes'.

5. What the Children & Young People wish for:

5.1. Fewer changes of social worker:

The introduction of the Children's Assessment and Safeguarding teams was designed to reduce the number of changes of social worker a child or young person may experience however, these teams were only just being rolled out across the county when this survey was undertaken so the impact for children and young people looked after is yet to be measured.

Additionally the numbers of agency social workers will reduce as the GETs workers come on line resulting in less use of a transient locum workforce and more stability for children in care. The increase in the number of permanent social workers and decrease in the agency staff should have a positive impact as children and young people are more likely to be able to develop a trusting relationship with their social worker where they experience consistency of their allocated worker.

Whilst the department has developed measures to increase staffing levels and retain existing staff, there will always be a level of turn over due to promotion, or staff moving away etc therefore, although we cannot eradicate children in care experiencing a change of social worker every effort is made to maintain stability of worker for the child.

5.2. More family contact or, less family contact:

Family contact arrangements were an area where children and young people expressed some dissatisfaction and, whilst many expressed they wished to see more of their family enough others stated they did not want to see family at all. Some children, especially in the younger age range felt that they did not understand why they were not able to see their family whenever they wanted to.

Contact arrangements are given very careful consideration and have to take in a number of factors including the practical arrangements, the relationship with the family member and of course any safeguarding issues. Whilst the child may wish to have daily contact with their mum it may be impractical and unsafe to do so. The contact arrangements for every child in care are re-considered at every child looked after statutory review, held at least twice a year and, depending upon the individual's needs and circumstances could be increased, especially where reunification is being assessed. Alternatively this could be reduced if the existing contact arrangements are not meeting the child's needs, for example the parent regularly does not turn up which will be harmful to the child. Whether the contact arrangements change or not, the safety and wellbeing of the child is paramount however, does not prevent the child or young person 'wishing' for more, or less, contact.

What is important is whether the child is provided, at an age appropriate level, with an understanding of why they may not have as much contact with family members as they wish however, this would still not necessarily result in a change to their wishes.

5.3. No trusted adult identified:

Independent visitors can be sourced where it is identified that a child or young person in care has no trusted adult or no contact with family members. Hampshire Children's Services are currently recruiting Volunteer Independent Visitors to specifically work with our children and young people in care to ensure they have an adult they can trust.

5.4. Less bullying and more friends:

There has been an increase in the number of schools and the number of 'new arrivals ambassadors' (peer mentoring) trained and using the scheme to support children looked after particularly where they are new to the school. The target for 2018/19 has already been exceeded. Hampshire & Isle of Wight Educational Psychology team are working to increase participation and involvement in the County's annual anti-bullying campaign which is promoted through Schools comms.

5.5. A clearer understanding of their journey into care:

Life Story work with children in care has been regularly raised in the County Children in Care Team Managers meeting. Following feedback that there was a waiting list for training in this area, the Workforce Development Team agreed to provide an additional training event to ensure that our workforce have the necessary skills to undertake this area of work.

The hybrid devices enable social workers to access a variety of tools to aid direct work whilst visiting children and young people. Identifying appropriate resources

is crucial in aiding a child to understand their journey, however this needs to be age appropriate and sensitive to the issues involved, many of which will be regarding inappropriate adult behaviour by their parents. This area of work is not a 'one off' event, as the child grows up their knowledge and understanding needs to grow with them to enable them to make sense of their world and appropriate choices in the future, such as whether to choose to return home when they are older or whether to make the same lifestyle choices as their parents.

6. Conclusion

- 6.1. This has been the second consecutive Bright Spots survey of children and young people in the care of Hampshire County Council. With only 29% of our looked after children and young people taking part this is lower than the previous year by 8%. Children and young people have reportedly demonstrated less interest in participating in this survey with the view that undertaking this survey bi-annually may increase the number of children and young people completing the survey thereby increasing the validity of the data.
- 6.2. The survey is based on children and young people's feelings and emotions and provides little or no context around the responses. In some areas, children's comments have been added and this can provide context, therefore where a child reports feeling 'sad', we are left trying to understand the cause and what we might need or be able to do about this. When a child adds a comment "my grandfather died", we can understand that this is a 'normal' emotion under the circumstance and other than ensuring a child is appropriately support, we cannot change the cause of the sadness.
- 6.3. What the survey does however is to provide a window in to the world of some of the children and young people in care in Hampshire. This assists Children's Services to identify areas we can realistically develop and, separate out the external factors which are beyond our control.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	yes/no
People in Hampshire live safe, healthy and independent lives:	yes/no
People in Hampshire enjoy a rich and diverse environment:	yes/no
People in Hampshire enjoy being part of strong, inclusive communities:	yes/no
OR	
This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:	

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not completed.

7. Impact on Crime and Disorder: No impact.

8. Climate Change:

8.1.1. How does what is being proposed impact on our carbon footprint / energy consumption? No impact.

8.1.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.



Hampshire
County Council

Bright Spots 2018

The *Bright Spots Well-Being Indicators*, places children's experience and voices at the heart of how we measure subjective well-being.

The survey identifies the areas where children appear to be flourishing and where things could be improved, providing an evidence base of children's experience and well-being to inform service improvements.

Demographics

The survey was completed by 378 children and young people. The response rate was 29%: a fall from the 37% who completed last year.

74% of children (8-11yrs) and young people (11-18yrs) in Hampshire felt that their lives were getting 'a bit better' or 'much better'.

More boys (55%) completed the survey than girls (44%), which reflected the local looked after population.

Children of Asian, black, mixed and other ethnicities appear proportionately over-represented in the survey as they make up 10% of the care population in Hampshire's statistical return to the DfE (2017) compared to 19% in our sample.

- Children and young people in Hampshire reported positive relationships with their carers.
- In comparison to their peers across 16 LAs, a significantly larger proportion of the youngest children (4-7yrs) thought their carers noticed their feelings.

- 70% of young people talked regularly with their carers about things that mattered to them. This was a larger proportion compared to their peers in the general population,
- In Hampshire, children and young people reported that they felt safe and settled in their homes.

Improved services

- Reduced changes of social worker through implementation of CAST
- Recruiting Volunteer Independent Visitors
- Increasing 'Life Story' work training
- Regularly reviewing contact



This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	South East DCS Peer Challenge of Care Leaver Service
Report From:	Director of Children's Services

Contact name: Jane Stevens

Tel: 01420 546835

Email: jane.stevens@hants.gov.uk

1. Recommendation

1.1. That the Corporate Parenting Board note the contents of this report.

2. Executive Summary

2.1. The purpose of this paper is to provide the members of the Corporate Parenting Board with an overview of the South East Sector Led Improvement Programme (SESLIP) – DCS Peer Challenge of our Care Leaver service, which was undertaken on 8 and 9 November 2018.

2.2. Hampshire County Council are members of the South East Sector Led Improvement Programme (SESLIP). The principle underpinning this work is that councils are responsible and accountable for their own performance and take part in a range of sector led improvement activities including sharing of best practice in the design and delivery of children's services.

2.3. Within this programme, peer challenges are undertaken on a rolling basis with teams of four senior managers and, can include one senior manager acting as an observer. The host authority will agree a service area for the peer challenge team to explore and will provide areas within the service where greater understanding is to be sought in order to explore options to improve service delivery.

2.4. Hampshire Children's Services requested that the peer challenge should focus on the care leaver service.

2.5. The process worked well, with staff and care leavers attending the various focus groups over the 1.5 days of enquiry with the final half day spent providing feedback to a variety of staff.

2.6. Overall the feedback was very positive with the peer challenge team identifying Hampshire Children's Services strengths in a number of areas, especially in terms of investment in technology and increasing the number of

Personal Advisors with staff and care leavers reporting positive impact but also the transition process between Care Leaver and Adult's Services.

- 2.7. The peer challenge team also fed back on some areas where the challenge team had not been able to fully explore or understand within the tight constraints of the challenge timescales and some questions that they suggested Hampshire Children's Service's may wish to reflect on and consider what, if any actions re required.
- 2.8. This was the first peer challenge Hampshire Children's Services had experienced and feedback from staff has been positive regarding the process.
- 2.9. The strategic service lead for the care leaver service will be working with the Team Mangers for Children in Care and Care Leaver Teams to explore the feedback further and consider what steps may be needed to further improve service delivery.
- 2.10. The Senior Leadership Team will be taking the recommendations from the challenge and embedding them into the overall Quality Improvement Plan.

3. The Care Leaver Service and Peer Challenge

- 3.1. In Hampshire, the care leaver service is provided by four care leaver teams consisting of Personal Advisers, admin and a Team Manager. The care leaver teams begin joint working cases with Social Workers from Children's Assessment & Safeguarding teams or more likely from Children in Care Teams, when a child in care reaches 16 years old.
- 3.2. The Personal Adviser's role is to advise, assist and support a care leaver as they transition into adulthood and independence. The Personal Adviser becomes the key worker when the care leaver reaches their 18th birthday. For care leavers under the age of 21, the Personal Adviser undertakes statutory bi-monthly face-to-face visits, as well using other means to keep in touch, as agreed with the care leaver. The Personal Adviser needs to record and monitor a care leaver's progress, as well as offer practical, emotional and financial support to each care leaver they work with.
- 3.3. A care leaver is defined as a person aged 16-25, who was looked after by a local authority for at least 13 weeks in total since the age of 14. It includes young people who were detained (e.g. in a youth offending institution or hospital) when they turned 16, but who were looked after immediately before being detained. 'Care leaver' status applies to such children once they have left care; whether at 16, 17 or 18 years of age.
- 3.4. Those aged 16-17 are defined as either 'eligible (still looked after) or relevant (no longer looked after), whereas those aged 18-25 are defined as 'former relevant' (FR). Young people in care aged 16 and 17 continue to have a social worker who remains their key worker, however they will also have a Personal Adviser who will begin to form a working relationship with the care leaver.
- 3.5. As at 30 November there were 564 care leavers open to children's social care where the care leavers teams recorded as the 'key team' including approximately 117 who arrived as Unaccompanied Asylum Seekers. There

were approximately 50 care leavers receiving support via adult services as a 'key team' and also have an allocated personal advisor.

- 3.6. There are approximately 322 young people in care aged 16 and 17 years old open to the children in care teams of which approximately 106 arrived as Unaccompanied Asylum Seekers. This is the potential cohort for Care Leaver Teams over the next two years.
- 3.7. Approximately 90 care leavers have returned to the service as a result of the extended duties. This will be a fluctuating number as young people can return to the service and request closure as often as they need until their 25th birthday.
- 3.8. Four senior managers from other authorities in the South East assessed HCC care leaver service as a 'critical friend'. It is useful to note that three of the senior managers were from unitary authorities.
- 3.9. The peer challenge focuses both on developing insights which will secure operational improvement, and also on seeking insights to the way leadership and management might change to better support service delivery with improved outcomes. It is for the host authority to determine the service area for the peer challenge.

The programme promotes:

- Mutual respect, openness and honesty
 - Non-judgemental feedback
 - The need to diagnose and understand why things are like they are
 - A practical focus on how outcomes for young people could be improved
- 3.10. Senior managers from Hampshire Children's Services met with the lead of the peer challenge team in September to provide the background regarding the structure of Children's Services and consider the practical arrangements.
 - 3.11. Hampshire Children's Services requested that the peer challenge should focus on the care leaver service with a remit to:
 - Evidence Hampshire's strengths
 - Identify any areas for development
 - Identify any gaps in delivery
 - Identify and gaps in strategies
 - Provide a validation of Hampshire's care leaver service
 - 3.12. The peer challenge was structured to enable the peer challenge team to meet and question senior managers, team managers for Children in Care and Care Leaver services, social workers from Children in Care Teams, personal advisors from Care Leaver Teams and meet with Care Leavers in order to better understand their experiences.

- 3.13. In addition to these focus groups, two peer challenge team members met with managers of the Virtual College to understand how they support education and training for 16 and 17 year olds and the Head of Commercial procurement (particularly regarding accommodation) and the District Manager with the operational lead for care leavers to explore our performance management systems and processes.
- 3.14. Two of the peer challenge team met with the Service Manager for Independent Futures (this is the team that assess young people in care to determine if their needs meet the criteria for Adult's Services intervention and support when they turn 18 years).

4. Finance

- 4.1. There has been no direct financial impact on Hampshire County Council for providing overnight accommodation and meals for the peer inspection team as each host local authority is provided with a budget through SESLIP.

5. Performance

- 5.1. The Peer Challenge team provided initial feedback to the Director of Children's Services (DCS) prior to a general feedback session with staff.
- 5.2. The feedback identified many positive aspects from their discussion with staff and the care leavers in relation to the quality of work undertaken, the processes the department have in place, the virtual college and transition.
- 5.3. In particular, investment in front line staff and the hybrid devices had clearly made a difference to staff and young people.
- 5.4. The hybrid device was described as 'life changing' in the way in which staff were able to work remotely and improved the means by which Personal Advisors were able to communicate with and undertake work with young people.
- 5.5. Care Leavers recognise that with the investment in the Care Leaver service and in particular the increase in the number of Personal Advisors ensures that Personal Advisors have increased capacity to support young people. The impact of this for the care leavers is that they felt better supported.
- 5.6. Self evaluation and auditing systems were identified as strengths and, staff commented that auditing facilitated reflection by both managers and workers. Secondary auditing of the audits by senior managers ensures a robust evaluation of the work undertaken and the service provided and that the data gained is reliable.
- 5.7. The Peer Challenge team identified effective and cohesive relationships, particularly between care leaver managers and the transition to adult's services with an agreed strategy in place.
- 5.8. The Local Offer was identified as strong whilst also challenging the department to consider further promoting this. The Local Offer was already with the publishing team to enable this to be sent to care leavers by e-mail or a hard copy to be sent where this is the preferred option of the care leaver.

Additionally the department were asked to consider whether the Local Offer can be further developed to be more specific regarding services for unaccompanied asylum seekers.

- 5.9. The draft Care Leaver Strategy will be further developed to enable greater consideration for care leavers placed outside of Hampshire and in particular to ensure there is direction regarding services to unaccompanied asylum seekers who, in the main, are also placed outside of Hampshire in order to access the placements and community which is best able to meet their needs.
- 5.10. Whilst partnership working was identified as a strength there is always room for improvement, such as developing the link between the Virtual College and operational teams and with adult mental health provision.
- 5.11. The peer challenge team challenged Hampshire Children's Services to look into whether there was scope to be more innovative although did not qualify this within the verbal feedback.

6. Consultation and Equalities

- 6.1. The peer challenge team met and consulted with Senior Managers, Team Managers, Social Workers, Personal Advisors and Care Leavers in a number of focus groups to enable the peer challenge team to ask questions explore and understand responses.
- 6.2. The Care Leavers were able to raise questions and explain their progress through and experiences of, the care system. Whilst Personal Advisors were requested to support some care leavers within attending the session the agenda was not pre-determined by managers and care leavers were therefore able to explore their own agenda with the peer challenge team.

7. Conclusion

- 7.1. This is the first peer challenge that Hampshire Children's Services have hosted and will be an annual event with the host authority determining which service they wish to present for the challenge.
- 7.2. The peer challenge team suggested a few areas that Hampshire Children's Service may wish to explore developing further, such as services to unaccompanied asylum seekers. This is already in progress as the Strategic Service Managers has been working in conjunction with other local authorities, the South East Strategic Partnership for Migration and Triangle to develop an Outcomes Star assessment tool for unaccompanied asylum seekers that will assist authorities to understand their needs. A group of Social Workers and Personal Advisors from Hampshire Children's Services, children in care and care leavers services will receive training during December 2018 and January 2019 with an immediate roll out of a pilot assessment tool. This will be evaluated by Triangle (who own the Outcomes Star tool) and will potentially lead to on going use of this assessment tool in the future.

- 7.3. Overall the outcome was very positive, strengths were identified around the investments made in the service such as an increase in the number of Personal advisors and this was supported through discussion with care leavers who clearly experience increased support and talked positively about Personal Advisors. In addition, staff and care leavers recognised the benefits of the hybrid devices as this enables staff to work remotely to record information such as their visits without the necessity to attend an office. Alongside this the tools available within the device supports direct work and communication with care leavers in keeping with their daily understanding and use of technology.
- 7.4. The SNAP case file auditing process was also presented as a strength, with Social Workers and Personal Advisors recognising the value of this being undertaken by a Team Manager in conjunction with the case holder enabling reflection on practice. This process is doubly strengthened by the audits then being audited by senior managers who quality assures the consistency of the audit and ensuring that the data provided through the audit process is robust and reliable.

8. Useful link

<http://adcs.org.uk/inspection/subject-results/sector-led-improvement>

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	Yes
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	Yes
People in Hampshire enjoy being part of strong, inclusive communities:	Yes
OR	
This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:	

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1 The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not relevant to this item.

2. Impact on Crime and Disorder: No impact.

3. Climate Change:

How does what is being proposed impact on our carbon footprint / energy consumption? No impact.

How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.



Hampshire
County Council

South East DCS Peer Challenge: Care Leavers

Four senior managers from other local authorities in the South East assessed HCC care leavers service as a 'critical friend'.

Areas considered:

- Is the core offer embedded?
- Is there consistency across the service (4 teams)?
- Explore the use of SERAF's and risk assessments.
- Does quality assurance provide a clear and accurate picture of the service?
- Do staff feel the culture is changing and, if so, how?



Strengths

- Staff recognised the significant investment in frontline staff, personal assistants and hybrid devices which are making a positive difference ('life changing').
- Care Leavers reported more PAs is making a difference (PA's are more available, my PA knows my story).
- Flexible working is very positively viewed.

Strengths

- Quality Assurance framework is well embedded.
- Senior managers re-auditing audits.
- The Hampshire Approach is known and spoken about.
- “Managers and workers reflect”.

Strengths

- Effective, cohesive relationships within the service
- Service delivery – Safer Futures programme, Hampshire Futures
- Independent Futures – joined up thinking & process where criteria is not met.
- Accommodation strategy

Areas for Consideration

We will consider strategically how to take the development of the service forward:

- Can we be more innovative in our approach?
- How can we further develop our responses to Unaccompanied Asylum Seekers?
- Can we further improve outcomes for care leavers resident outside of Hampshire?

This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Participation Update
Report From:	Director of Children's Services

Contact name: Laura Mallinson

Tel: 01420 545638

Email: Laura.mallinson@hants.gov.uk

1. Recommendation

1.1. That the Corporate Parenting Board note the content of this report.

2. Summary

2.1. The documents attached at Appendix 1 provide an update on the progress made on all elements of the Participation Strategy to strengthen the participation of children in planning and the contribution that children make to helping to improve services

2. Contextual information

2.1. This is a six monthly report detailing the progress that Children's Social Care are making against Hampshire Children's Services Participation Strategy.

2.2. The following recommendations were agreed by the Departmental Management Team within the Children's Service department:

- Participation Strategy continues to be rooted within all domains of social care
- Development of the Corporate Parenting Board demonstrating its impact through change to services and opportunities for children in care and care leavers
- Evolvement of the role of Care Ambassadors to represent the voice of children in care and care leavers
- Participation events are further embedded and progress from the engagement stage to "You said, We Did" as the golden thread through all levels of our service
- Endorsement from senior management to the frontline staff of the importance of the Participation Strategy that has the support from all levels within the county council (given CPB involvement)

- District managers and senior managers to attend participation events running in the districts and county.
- The voice of the child to be captured
- Evidence of the “You Said, We Did”

CORPORATE OR LEGAL INFORMATION:

Links to the Strategic Plan

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents	
<p>The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)</p>	
<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not relevant.

2. Impact on Crime and Disorder: No impact.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption? No impact.
- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.

Children's Services Department Management Team

Date of meeting	1 November 2018
Report author	Laura Mallinson
CSDMT sponsor	Steph How
Subject	Participation Update
Reason for the report	To update on progress made in embedding the participation strategy
Confidential	No
People attending for the item	Laura Mallinson
Summary (full report to be attached)	The reports provides an update to CSDMT on the progress made on all elements of the strategy to strengthen the participation of children in planning and the contribution that children make to helping to improve services
Recommendations	<ul style="list-style-type: none">• Participation Strategy continues to be rooted within all domains of social care• Development of the Corporate Parenting Board demonstrating its impact through change to services and opportunities for children in care and care leavers• Evolvement of the role of Care Ambassadors to represent the voice of children in care and care leavers• Participation events are further embedded and progress from the engagement stage to “You said, We Did” as the golden thread through all levels of our service• Endorsement from senior management to the frontline staff of the importance of the

Participation Strategy that has the support from all levels within the county council (given CPB involvement)

- **District managers and senior managers to attend participation events running in the districts and county.**
- **The voice of the child to be captured**
- **Evidence of the “You Said, We Did”**

Financial (capital & revenue) implications (staffing/premises/other) None

ICT implications None

Personnel implications None

Learning and development implications None

Equality Impact assessment A race and equality impact assessment has been considered in the development of this report and no adverse impact has been identified

Isle of Wight implications -

Future circulation (ie. PRC, schools etc.)

Hampshire County Council

CSDMT

Item No: (if known)

Date: 1 November 2018

Report title: Participation – update on progress of the Strategy

Report of the Director of Children’s Services

Contact: Laura Mallinson, 01420 545638, laura.mallinson@hants.gov.uk

Summary

Participation is on CSDMT agenda for six monthly updated. This report will provide an overview of the progress being made within Children’s Social Care over the last six months.

The Participation Strategy has been in place for twelve months now.

The strategy identifies the need to further embed participation and the voice of children and young people throughout our work as the “golden thread”. This focus is now emerging. The report will highlight some of the successes we have had through the positive engagement and participation of children and young people in the shaping of service delivery.

The strategy included a need to create a Corporate Parenting Board (CPB) to improve the services we provide for our children in care and our care leavers. This has been established for twelve months now and an annual report was presented to the Children and Families Advisory Panel on 16 October 2018. In summary, the CPB members are enthusiastic and acting as Corporate Parents, want to improve the outcomes for children in care and care leavers. The CPB is created is still in its formative stages, but momentum, enthusiasm and shared objectives are driving this forward from a corporate perspective and the views of our Care Ambassadors. The Children and Families Advisory Panel agreed to continue to support this sub group continuing.

This report specifically looks at the progress that has been made over the last six months, progress made and the future plan of work.

Recommendations

It is recommended that CSDMT continue to support the Participation Strategy.

It is recommended that the priority areas are:

- Participation Strategy continues to be rooted within all domains of social care**
- Development of the Corporate Parenting Board demonstrating its impact through change to services and opportunities for children in care and care leavers**

- **Evolvement of the role of Care Ambassadors to represent the voice of children in care and care leavers**
- **Participation events are further embedded and progress from the engagement stage to “You said, We Did” as the golden thread through all levels of our service**
- **Endorsement from senior management to the frontline staff of the importance of the Participation Strategy that has the support from all levels within the county council (given CPB involvement)**
- **District managers and senior managers to attend participation events running in the districts and county.**
- **The voice of the child to be captured**
- **Evidence of the “You Said, We Did”**

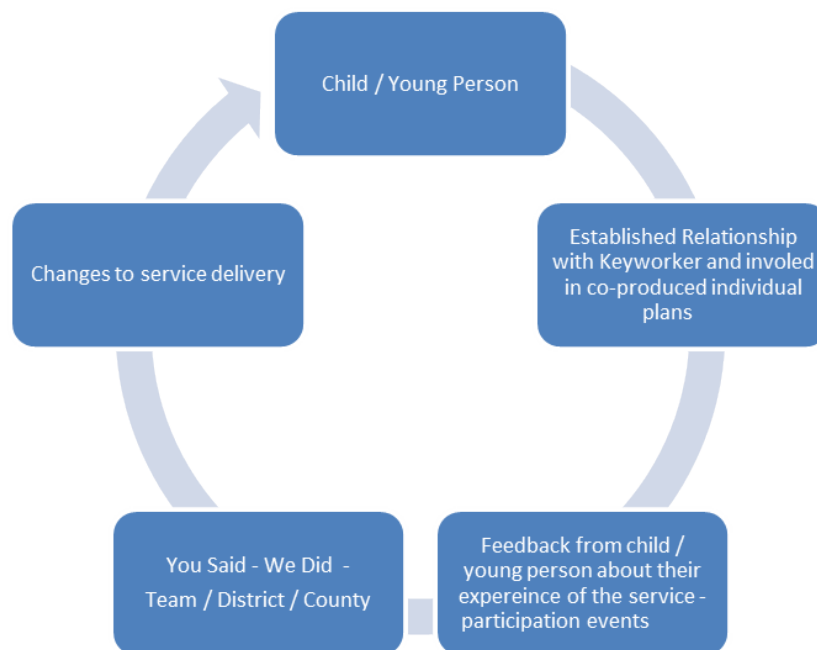
MAIN REPORT

Introduction

- 1.1 This report provides an update on the progress made over the last six months for Participation and embedding the voice of children and young people through all levels of service to influence change and improve Social Care's service delivery.
- 1.2 The Social Care Participation and Engagement Strategy for Children and Young People 2018 has been in place for 12 months with staff briefed on the departmental aims and objectives and activities engaging young people are taking place and contributing to service change.
- 1.3 A quarterly thematic report on Participation is presented to County PAG providing an update on all events, therefore this report will not duplicate and detail such activity, but summaries the next steps. [Thematic report - Health and participation - Sep 2018](#)
- 1.4 The report will provide an update on the recommendations made to CSDMT in May 2018.

2.1 **Background, context and key facts**

- 2.2 To provide the context; as detailed within the Social Care Participation and Engagement Strategy 2018, *"Trust is the key factor in achieving successful participation from children and young people. Those working directly with children and young people need to build positive working relationships, which are open and honest where time is offered to our children and young people"*.



- 2.3 Social Care are keen to maximise the time in which practitioners can spend working directly with children and families and have sought and secured significant investments through Partners in Practice which has resulted in the implementation of CAST, increased SWPA's and implementation of the Hampshire Approach for intervention. Such changes aim to increase social work capacity to enable better engagement and establish positive relationships with children and families. This being the first step to build the trust and enable effective participation in their individual plans.
- 2.4 **District Events** - This is open to all children and young people currently open to Social Care. It is part of the plan that each district holding monthly "Have your Say" events, these are detailed in the quarterly PAG report and whilst there is still some way to go in some district, other districts have embraced this opportunity, the SE Care Leavers is a good example where they have listened to the voice of their young people who wanted a youth group *"that was accessible to all and didn't necessarily highlight them as Care Leavers. We are working with Y Services on this project. The first Wednesday of the month the 16-21 group also has two PA present for the evening's activities. The idea is that we will encourage and support our Care leavers to attend the session offering lifts where needed. The sessions have various activities during the evening, these are planned by the workers but also allow time for young people to participate in developing the programme for future weeks"* PAG thematic report September 2018.
- 2.5 Monthly meetings need to be continually encouraged. Sessions include a pizza night, summer picnic, youth groups and a forthcoming pizza night and Halloween parties. Work within the session has been on what is a social worker, what are the qualities of a social worker, what needs to improve? As this develops out of the engagement stage, we need to ensure that the cycle

of information is disseminated throughout the county and actions of change are evident.

- 2.6 Districts continue to have their own methods of collating feedback through questionnaires or interviews, whilst this is positive, it needs to be evidenced how this is full participation at a point where the engagement is child initiated and where decisions are shared with adults. This being the evidence of true participation as stated under the Hear By Right approach and method adopted within the Participation Strategy. Using questionnaires does not meet this level of true participation and more about consultation. We need to be mindful of this and evidence how the information has been collated, shared departmentally and shaped service.
- 2.7 **District Log** - The district events are collated in a District Log which will provide a clear platform to gather the thoughts and wishes of the young people and evidence clearly the effect upon care planning and staff training. This needs to be utilised better and each district need to take responsibility for their part of this.
- 2.8 **District Participation Leads** – Social Care have identified the need for each district to have a lead participation champion. Eight designated Participation Leads have been identified and are responsible for the co-ordination and recording of all District Participation events and forums. The next step in the Participation agenda is to ensure that a Participation “Champion” is elected in each team to keep the agenda relevant and “live” in each team. On 5 June 2018 the Participation leads meet on an “away day” training and awareness building exercise to look at what can be done locally in each District, to raise the levels of Participation not only in events but in the everyday. Emphasis was on keeping the momentum moving forward on all children’s cases (Section 17/CIN/CP/DCT) open to Social Care to allow a full and effective embedding in of the participation agenda and policy. The district leads will further encourage participation of children in Children in Need and Child Protection planning processes.
- 2.9 Whilst the Participation Leads were enthusiastic, they felt they required the endorsement from senior management that the Participation Strategy is to be a legitimate model. This could be achieved by district managers and senior managers engaging in the district events, which is part of the plans.
- 2.10 What has been recognised is that Child in Care for example don’t quite fit in the district model if they are placed out of the district. Therefore it has been agreed that we are going to set up a separate CIC participation events, run similarly to the district runs ones, but arranged as a service. This DOES NOT preclude any young person participating in the district events.

- 2.11 **District Events Going Forward** - District Events need to be further embedded to create the true participation, there needed to be further analysis on information that is obtained and how this is shared to impact on service delivery – the “We Did” element.
- Senior and District Managers to attend the participation events
 - Analysis of the information from the Participation Conference needs to be fed into the District Events.
 - District Log to be maintained and evidence the cycle of “You Said, We Did”
- 2.12 **Participation Conference** - The Participation Conference took place on 22 October 2018, it had the aim of further exploring Participation and each district presenting and sharing their good practice. The event was hosted by the Participation Lead and Care Ambassador, the event was attended by members of the CPB, senior managers, practitioners and young people. The day was full of energy, data is still being collated, but there were approximately 100 people in attendance with a 50:50 ratio of young people to staff. The contribution from the young people was extremely empowering and provides the department with clear evidence of participation and a plan going forward. Activities from the day included a graffiti wall where the young people stated what they would like more or less off. An activity on language and something as easy to change as “Contact” to “Family Time” was suggested, to activities around importance of communication. Feedback from the session has been exceptional.
- 2.13 The conference was also attended by Bear Face theatre who are a local organisation looking for the genuine voice through theatre and art. They attended the event as they have offered the opportunity for the delivery of the ICE project which is a project designed to work with vulnerable young people to increase their wellbeing and mental health through the exploration of creative arts. They also made a montage of the Participation Conference which is just being edited and will be shared with us.
- 2.14 **Children in Care and Care Leavers**
- 2.15 **Documents in Review**; Hampshire’s Pledge for Children in Care and Care Leavers is a promise to our young people of the support we will provide as corporate parents. This Pledge is currently being reviewed by a working group involving care leavers, social workers and team managers. Initial feedback is the view that the wording “pledge” needs to change to “aims”. It was discussed at CFMT and felt that the word Pledge needs to remain as it

is a strong commitment the department are providing. As corporate parents we must have aspirations for our children in care and care leavers.

2.16 **Care Ambassadors**

2.17 **Care Ambassadors (16+ years old)**, the Participation Officer is actively promoting the role of Care Ambassadors seeking the recruitment of young people into this role. There is capacity for 16 young people to be part of the group, currently there are 8 with 3 of these young people regularly engaging with the role. Care Ambassadors are the representative voice for children in care and care leavers, there is a diary of events and meetings in which they are encouraged to attend to represent the voice of children in care. There is a programme of events which includes, Corporate Parenting Board, conferences, interviews, training, HSCB and Bright Spots feedback. They have recently had a team day outlining their role and expectations.

2.18 The role of Care Ambassadors has been difficult to recruit to, a review of the reasons why will happen and consider if there is a need to disband and re-group under a new framework in a couple of months.

2.19 **Junior Care Ambassadors (12-16 years old)**, it is the plan for Social Care to enrol, recruit and support 16 new, younger Care Ambassadors to further promote the engagement of and representation of all looked after children in Hampshire. The younger cohort of Care Ambassador will be an effective step forward in enabling the views and feelings of younger looked after children to be heard and acted upon. There has been delay in the recruitment process for the Young Care Ambassadors but it is anticipated that they will all be in post within the next 6 months. The role of the foster carer will be paramount in this project and the Hampshire Fostering Network (HFN) will be integral to the process.

2.20 **Next Steps for Care Ambassadors** - Whilst work needs to be completed to review the Care Ambassadors, it remains an aim to continue to increase the number of Care Ambassadors and develop the role to enable Care Ambassadors to consult directly with Children in Care and Care Leavers to obtain their views on subjects – this is likely to be via social media apps.

2.21 Recruit the Junior Care Ambassadors supported by HFN

2.22 **Corporate Parenting Board**

2.23 The Corporate Parenting Board (CPB) is a sub-committee of the Children and Families Advisory Panel, the board was established in November 2017.

The first annual report on the progress of the CPB was been presented to the Children and Families Advisory Panel on 16 October 2018. It detailed how the CPB have embraced their role as the corporate parent and want to make a difference to the lives of children in care and care leavers. It has been acknowledged that although running for twelve months, the CPB is in its formative stages, the next twelve months will see the CPB really emerging and demonstrate the appropriate challenge of care and services that are provided to children in care and care leavers with the purpose of improving the outcomes for such young people.

2.24 There are three co-opted Care Ambassadors that sit on the CPB and three elected members. The CPB is positively evolving setting it priorities and have an identified plan of work. The CPB are keen to promote a more informal workshop briefings which will be held prior to the CPB and provide feedback from the representing group to inform the progress of planning at CPB. The CPB met with foster carers on 11 September 2018 and previously met with Children in Care.

2.25 Items to be addressed at future meetings:

- Leaving Care – Support beyond the age of 21
- Suitable housing for Care Leavers
- Placement stability and finding the right placements
- Continuity of Social Workers and responding to complaints
- Outcomes for Children in Care with Disabilities

Next Steps for Corporate Parenting Board

Next Steps for Corporate Parenting Board

2.31 Corporate Parenting Board to continue to embed and changes for children and care and care leavers to start being evident as a result of the progress made by the group.

2.23 Bank of Interviewers (aged 16+)

2.24 Hampshire has been able to actively promote and utilise the use of young people in the recruitment of permanent staff. This has been effective in the recruitment campaigns for Area Director, Independent Reviewing Officers and is on going for the Social Worker recruitment programmes. The Participation Officer supports and enables a number of panels of young people who are now confident and experienced in this activity. Once there is evidence that this process is fully embedded in the recruitment policy, this could be handed over to an administrator with minimal support and oversight from the Participation Officer. The County

has embraced the involvement of young people on interview panels and it seems to be running well. The role is rewarded by a payment to the young people in recognition of their support of this work. This is an excellent example of positive participation from young people, where they know why they are attending, they interview and assess the candidates which is scored and contributes to the decision to employ a candidate. Young People have been involved in telling the successful candidate of the position and provided the candidate with feedback.

2.25 Next Steps for Bank of Interviewers - It is vitally important that as a department we continue to promote that young people participating in interview panels is the norm and not exception. The participation of young people is very powerful and influences the future workforce.

2.26 Peer Inspection

2.27 This is not yet fully operational

2.28 Next Steps for Peer Inspections - This needs to be developed to ensure that young people are part of the county peer inspection team.

2.29 **Involvement in Training (aged 16+)**. Involvement with Hampshire Futures has allowed a Traineeship opportunity to be established within the Participation agenda. This is being supported directly by the Participation Officer and is in the early stages of its establishment. There are no limits to the number of participants that could potentially be utilised and trained to develop further the participation work in Hampshire. Training events involving the contribution of children and young people are planned and prepared to be running after 28 April 2018. Isle of Wight have just successfully appointed a care leaver on an apprentice scheme.

2.30 **Members of Youth Parliament (MYP) (aged 12 -18)**. Hampshire supports 3 MYPs and 4 Deputy MYPs. The role of the Participation Officer will actively encourage and recruit to a further 3 MYPs as currently there is capacity for County representation to hold 6 MYP's.

2.31 Future consideration can be given to actively engaging the use of the Leader of the Council in the work with these young people.

The current cohort of MYPs are in their final year of representation and they have embarked upon the campaign 'Curriculum 4 Life' and met the Head Teachers Executive in June 2018. This will have the further impact of raising the profile of the UK Youth Parliament as well as the particular campaign that the young people are currently working on.

Work has commenced on the 2019 elections for Members of Youth Parliament with the Make your Mark ballot taking place in January 2019 ready for the MYP's to commence their role on 1 March 2019.

Hampshire has an allocation of 6 memberships for the MYP. Information is going out in school comms at the beginning of November 2018.

- 2.32 Digital Participation Progress - Facebook. The SW and SW Care Leaver Team continue to use Facebook to contact care leavers Feedback continues to be that this is a positive method of communication.**
- 2.32 “Mind of My Own” (MOMO). Care Ambassadors attended a marketing event for MOMO along with a range of social workers and support staff. Feedback was a resounding success and the general feeling was that Hampshire should seek to progress the use of this communication app. Whilst MOMO was seen to be a positive communication app for young people, it is not felt that the Express MOMO designed for children with additional needs will add anything to our existing tools and methods of communication for our children with disabilities.**
- 2.33 YouTube. As part of the digital offer to young people, we would benefit from age appropriate video messages. Work continues to explore the possibility of engaging groups of young people in video workshops via the Hampshire Cultural Trust (Charlotte Slinger). Bearface Theatre are about to commence some work on the production of a film about entering care. This can be added to the Social Work toolkit and used when out working with young people entering the care system.**
- 2.34 No update - Web Pages. The current pages are being modernised to make them more accessible and appealing to our young cohort of Children Looked After. The pages visible at the moment are taken from the Care Leaver Manual posted on to the website. There is a requirement for a modernisation and overhaul of the existing system to produce a more interactive and attractive option as the current site does not serve any benefit to young people. This is work that is ongoing and it is recognised that there is a requirement to establish the “push and pull” apps in place before setting up new web-pages.**
- 2.32 No update- “You Said We Did”. This is a proposed newsletter informing the actions Hampshire County Council has completed in response to children and young person’s feedback in relation to services. The idea is to allow children, young persons and their families the opportunity to understand how their constructive feedback has directly resulted in a change and improvement to service delivery and care planning. This can involve Children looked after, alongside those working together with Children’s Services on Children in Need and Child Protection Plans. This is an ambitious project yet to be fully established however consideration has been given to utilising the Bright Spots survey feedback alongside district responses to the participation agenda. There are really powerful pieces of work that can be incorporated into on going Social Work training to allow a real**

positive impact to be delivered by all Children's Services staff.

Conclusion

- 3 It is positive the activity around participation has increased and there are very good examples of participation, however we are in the formation stages and still not in a position to evidence how the Voice of the Child has influenced service delivery. As this report documents, there is little by way of the child's voice in the report, as such information is not extracted. This was identified in May as a recommendation going forward and further needs to be evidenced.
- 4 Participation needs to remain on the agenda for Social Care and expectation that children and young people are included and involved in shaping service delivery in a productive way not "done to".
- 5 The Participation Strategy itself remains relevant, progress is being made, but not to the level we would like to be fully inclusive and work needs to continue to drive this change.

6 Recommendations

- **Participation Strategy continues to be rooted within all domains of social care**
- **Development of the Corporate Parenting Board demonstrating its impact through change to services and opportunities for children in care and care leavers**
- **Evolvement of the role of Care Ambassadors to represent the voice of children in care and care leavers**
- **Participation events are further embedded and progress from the engagement stage to "You said, We Did" as the golden thread through all levels of our service**
- **Endorsement from senior management to the frontline staff of the importance of the Participation Strategy that has the support from all levels within the county council (given CPB involvement)**
- **District managers and senior managers to attend participation events running in the districts and county.**
- **The voice of the child to be captured**
- **Evidence of the "You Said, We Did"**

7. Consultation

None – this is an update not change to policy

8. Legal implications

None

9. Financial implications

None

10. Personnel implications

None

11. Learning and development implications

None

12. Impact assessment

Race and equality impact assessment has been considered in the development of this report and no adverse impact has been identified.

13. Implications for Isle of Wight Children's Services

None

MPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Overview of Participation Conference
Report From:	Director of Children's Services

Contact name: Moira Smyth

Tel: 07977 550880

Email: Moira.smyth@hants.gov.uk

1. Recommendation

- 1.1. That the Corporate Parenting Board support similar events taking place in the future in order to gain feedback / wishes and views from children and young people to influence the shaping of service going forward.

2. Summary

- 2.1. The attached report provides a summary of the Participation Conference held on 22 October 2018 (attached at Appendix 1).
- 2.2. The conference was attended by 83 people, 51 adults and 32 young people. Prior to the conference each district was given the task of presenting an activity, the parameters were loose to enable creative thinking.
- 2.3. The day created lots of energy and valuable contributions from our young people. Activities included; what are the qualities of a social worker?, What's good and not so good? Importance of communication and terminology used.
- 2.4. The feedback from the activities completed on the day is detailed within the report and the next step will be to formulate a plan to make changes, influence service delivery.

3. Contextual information

- 3.1. The voice of children and young people is crucial to ensure that Social Care provide the best service possible to our children and young people. Their voice matters as our involvement with their family is about improving outcomes for them. Children and Young People have lived experiences and can teach professionals how to improve interactions and support.
- 3.2. The Participation Conference was an event to gather staff and young people together from around the county and to share different activities around the participation of children and young people.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment: N/A.**

2. Impact on Crime and Disorder: None.

3. Climate Change:

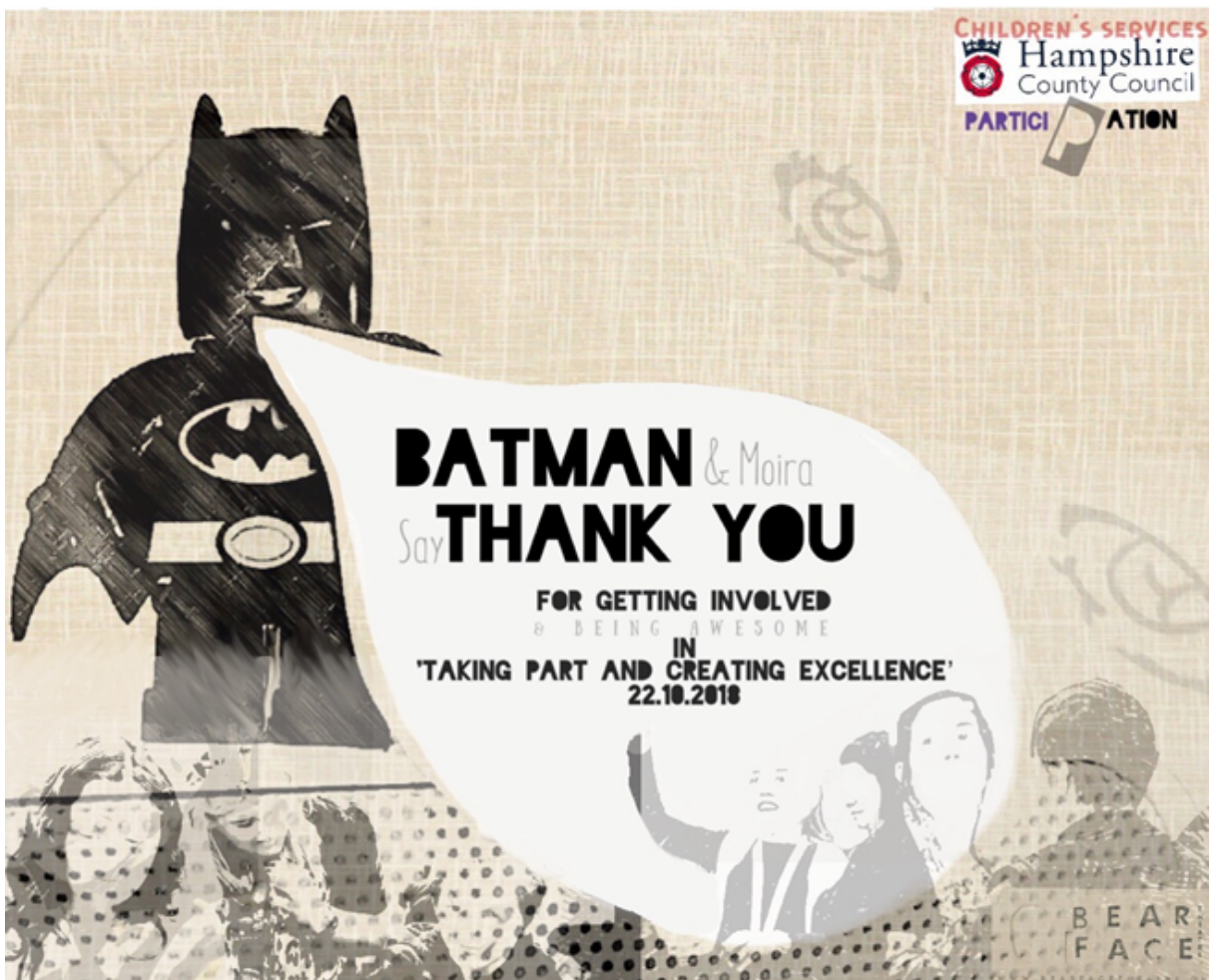
- a) How does what is being proposed impact on our carbon footprint / energy consumption? No impact.
- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.

This page is intentionally left blank

Participation

Conference 2018

Feedback & Outcomes



Contents

1) Introduction	4
2) Attendance & Voting	5
a) Register	
b) Voting Slides	
3) Task Outcomes	5
a) <i>“My Ideal Social Worker”</i>	
b) <i>“No More – Yes More”</i>	
c) <i>“What is in a Name”</i>	
4) Reflections On The Day	13
a) Feedback <i>“Yes More & No More”</i>	
b) Video Link	

1). Introduction

This report attempts to capture the outcomes of what was a very dynamic and engaging day. We had 83 people attend with a split of 51 adults to 32 children. The day was driven by activities from the Districts. Even though we aimed for a variety in methods we ended up with a rather arts heavy day. Although there was great energy in the room and lots of laughter and smiles throughout – future events of this kind need to definitely have a greater variety of methods. Also the event needs to be shorter allowing more time for staff to get into position and having a more contained day. So future events being from 11am – 3pm for example. It was a challenge to get the Districts to sign up to the event. Initial resistance was the fact that Districts were being asked to lead a 20 minute section, then as the event drew nearer the resistance was around the fact that they had to bring children to the event. I am hoping that all those that attended could see the value in the challenge that was set before them.

One unexpected outcome was we were joined by Bear Face theatre. Kate and Jenny fitted right in and captured the vibe of the day in a fantastic video. Unfortunately this video is not available widely as we did not gain photo consent prior to the day. This is another important learning point. We need to have photo-consent in place well before the event.

We used a digital app to gather thoughts throughout the day. We should have informed staff to bring their devices and get the information from all the young people especially up front. Also we need to have more useful questions and fewer fun ones. It felt like we had a taster of what this medium could offer with some useful insights but much more to come.

Outcomes

As well as the ideas presented in this document we also got good sign up for the ICE 10 week programme due to begin in January. We also got an idea for a video to introduce young people to care and this will be introduced within the ICE project as well. That is not to mention the gains made in the relationships between staff and young people.

2). Attendance & Voting

a). Register 51 adults and 31 young people = 83 total

Professionals

14 staff

Basingstoke

3 staff

4 young people

East Hants

4 staff

6 young people

Fareham & Gosport

4 staff

5 young people

Hart and Rushmoor

5 staff

3 young people

Test Valley

6 Staff

1 young person

New Forest

5 staff

3 young people

Havant

5 staff

6 young people

Winchester and Eastleigh

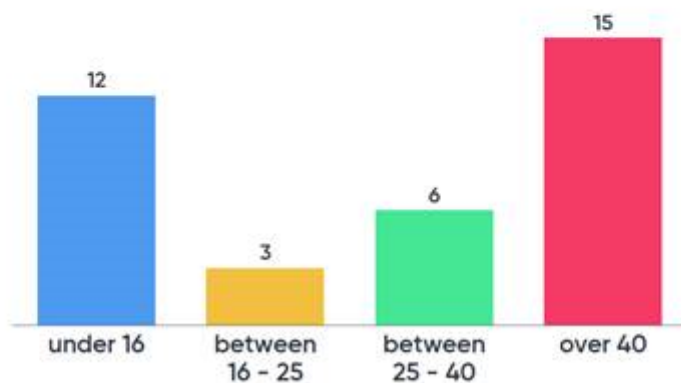
5 staff

4 young people

b). Voting Slides

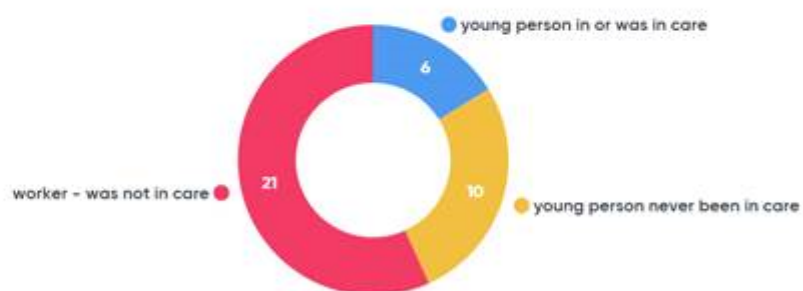
Question 1 a

Who is in the house - age



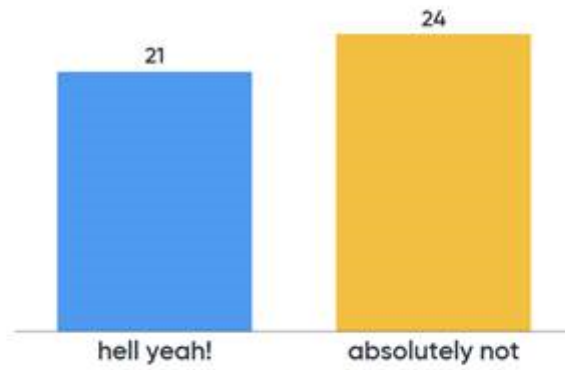
Question 1 b

Who is in the house - care



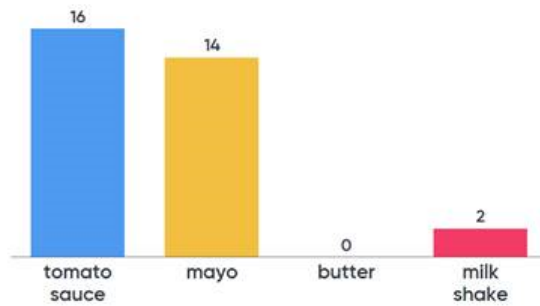
Question 1 c

So pineapple on pizza yes or no way?



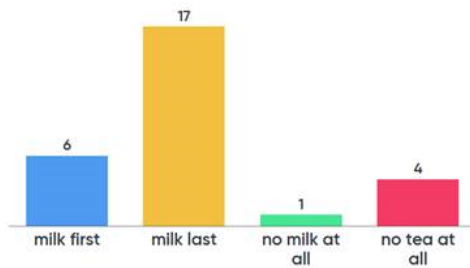
Question 3 a

I like my chips with....



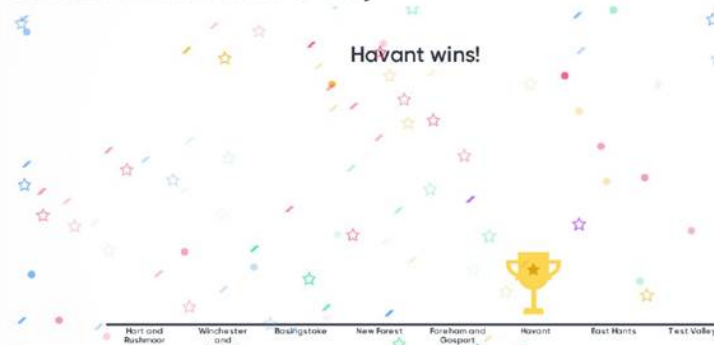
Question 3 b

cup of tea.... milk first or last



Question 4

Best Presentation today



3). Task Outcomes

a). "My Ideal Social Worker"

- *"Doing it for the kids!"*
- *"Great humour"*
- *"Puts life into perspective"*
- *"Shines like a star"*
- *"Together we'll get through this"*
- Always there
- Always there for you
- Approachable
- Appropriate
- Arty
- Be a good listener/banter
- Beautiful
- Big heart
- Brave
- Bright
- Brings food
- Brings Maccies/sweets/chocolate
- Brings us presents
- Calm
- Carefree
- Caring
- Caring about friend
- Casual
- Clothes shopping
- Consideration
- Cool
- Creative
- Dark & deep
- Day trips
- Emma has the biggest heart
- Emma is a star!
- Food
- Friendly
- Friends
- Gaming
- Go bananas!
- Good Imagination
- Good Listener
- Good looks
- Great Listener
- Great personality
- Guardians
- Happy/smiling
- Hate coming into school
- Helpful and friendly
- Helps
- Honest
- I want someone understanding and able to talk to you nicely
- Improving lives
- In the know
- Inspiring
- Inspiring
- Kind
- Kind/Funny
- Kind/Thoughtful/Resilient
- Likes music
- Looks good/smart
- Lovely
- Loves Christmas
- Loves mountain climbing
- Loves reading
- Meet in school or Costa
- Memorable
- More in depth talking
- Nice
- Not a robot!!!
- On time
- One of a kind
- One social worker!
- Open
- People that listen to your problems
- Polite
- Real
- Relatable
- Relaxed
- Reliable
- Same interests as you!
- Sense of humour
- Shocking by doing what you actually want
- Smiling
- Someone who listens
- Strong
- Superfast
- Talk nicely
- Trustworthy
- Understanding
- Unique
- Wise
- Wonder Woman
- Young

b). “No More & Yes More”

Havant Graffiti Wall

No More

- *“Winners are not those who never fail but those who never quit!”*
- Interruptions
- Less Bullying
- Lies
- Music

Yes More

- *“If you get tired learn to rest, not to quit”*
- Food & treats
- Hope
- Listen to action
- To understand our plans

East Hampshire

- Social workers understand more and pass on
- Waste of time if nothing is happening

Anonymous Graffiti Walls

No More

- And then do something about it!!
- Be same as others
- Care profiles so I know what to expect
- Don't change my social worker
- Don't drag me out of school
- Don't keep asking me to do a questionnaire with the same stuff in it
- Explain my options – CHOICE
- Honesty
- Listen to us!
- Meetings – forums
- Meetings/Forms
- Remember I am younger than I look – remember my favourite possessions need to go with me!
- See my worker more
- Spending my pupil premium on whole school initiatives – it's for me!!!
- Stereotypes
- What happened to *“You said...we decided”* (feedback)

Yes More

- Don't change my social worker
- Don't drag me out of school
- Don't keep asking me to do a questionnaire with the same stuff in it
- Honesty!
- Hope

- I want more playing
- Listen
- Loving
- Meetings/Forms
- Spending my pupil premium on whole school initiatives – it's for me!!!
- Stay happy
- Take me to Maccies
- What happened to "You said... We did"

No More

- I don't feel heard when...They don't act on what I have said
- I think a manager would...Help their colleagues
- More help before leaving the care system e.g. knowing how to pay bills (things you have to do as an adult)
- More meetings
- No more broken promises
- No more change of social workers
- No more waiting
- Old social workers
- Saying things then not doing it
- Taken out of class
- There is always hope at the end of the tunnel
- What happens when you give your view...Nothing

Yes More

- Be inspired
- I feel heard...When I shout
- I feel listened to when I feel confident about talking about my feelings
- I think we should have more days like this
- My meetings would be better if...There weren't any
- Talk to us a bit more about our care plan
- Visits would be better if...They were more frequent

No More

- Be quiet
- Changing workers
- Dishonest
- Judgement
- No change
- Not delivering
- Not kept informed
- Not knowing where to go/who to talk to
- Smelly
- Waiting forever for meaningful feedback

Yes More

- Adoption
- Always informed
- An invested carer that wants to help
- Approachable
- Chair my meetings
- Easy to access
- Flexibility
- Get things done
- Honesty
- Keep in touch
- Non-Judgement
- Personalised plans
- Remember what I say/ask for
- Same worker
- Saying how I say it
- See change and gain feedback
- Someone asks me questions
- When I'm part of the plan involvement

No More

- Awkward situations (including TAF)
- Not to tell mum everything
- Parents/School doesn't listen
- Rushed time

Yes More

- Follow-Up sessions after closure (necessary)
- Getting out of lessons
- Honesty!
- Involvements
- More time
- Private meeting area

No More

- Interruptions
- Less bullying
- Less change of workers
- Lies
- School visits
- Stuff to do

Yes More

- Communication back to us
- Food & treats
- For workers to know what they're doing
- Honesty
- Listen to action
- More explaining
- To be listened to
- To understand our plans more

No More

- No more bullying
- Talking or early visits

Yes more

- Caring
- Less honesty
- Meet managers
- More fun visits booked

No More

- Abuse
- Being hurtful towards others
- Bullying
- Changing social worker
- Disrespect
- Shouting

- More of our opinions shared out loud
- Our views are passed onto managers

Yes More

- A wider variety of GCSE'S
- Being accepted for who I am
- Being fluid
- Change more lives
- Communication
- Confidence
- Less jargon
- More family time
- More music school
- More support by friends
- R-E-S-P-E-C-T

c). “What is in a Name”

Havant

Re-Unification

- Kindness
- Living together
- Making Plans
- My journey home
- Return family

Looked After

- Cared for
- Feeling safe
- On holiday

Eastleigh/Winchester

Core Group Meeting

- A plan for the child’s safety
- About me meeting
- Conversations/talk
- Discussion of serious talk
- Gathering
- My meeting
- Safety meeting

Guardian

- A guardian is someone who looks after you and guards you from danger
- Age appropriate sessions
- Angel
- Catch up
- Check in
- Conversation based
- Emotions
- Equal participation
- Family
- Foster carer
- Friends
- Involvement
- Kept interesting
- My voice

New Forest

- Offloading
- Opinions
- Parents
- Parents
- Pop in
- Protector
- Purpose

- Regular timing
- Seeing
- Session
- Support
- Text-arranged meetings
- Trip
- Youth worker

East Hampshire

Core Group Meeting

- Carer
- Core protector
- Guidance
- Inspiration
- Loved one
- Personal
- Protector
- Relative
- Steward
- Supporter

“It’s good that no one knows what the meetings are!”

- Child care plan meeting
- Child meeting
- Guards meeting
- Opinion meeting
- Overall meeting
- People around me
- Personal meeting
- Plan for the future

Anonymous

Contact

- Contact centre
- Quality time
- Spending time
- Visiting
- With family

Social Worker

- A person who helps with problems
- A social worker is like a box of chocolates...You never know what you’re gonna get
- Haley (real name)
- Listen to your problems and try to solve them
- So you can understand a social worker’s job

Visit – Participation

- A talk about what could improve
- Being listened to
- Come to see how people are

- Could be called “*Groups*”
- Could be called a...”Catch up”, “Adult visit”, “*House visit*”
- Doesn’t need a label. A label makes it too informal
- Joining in
- Taking control
- Views and opinions being heard
- When you join in

“The Professionals” – Conference Gathering

- Discussion
- Getting other’s point of view
- Giving and receiving information
- Meeting
- Planning
- Social views

4). Reflections on the Day

a). Feedback

New Forest

- Good to spend time with the worker
- More discussion & debate – not always an activity
- Needed more to get the young people involved
- The activities were pitched too young
- The day was too long
- There was too much time sitting at the tables today, needs to be more interactive
- Too many art activities
- Venue was too formal, warm, a bit dark
- Young people got to meet others & talk

Ideas for Future Events

- Careers/aspirations day – Have other professionals come & plan activities – police, fire, law accounting, social work, airlines, vet, beauty, building, catering – with workshops
- Gaming day
- Treasure hunt – Go out and about in town
- Trips – museums, Intech, Go Ape, Snowtrax, Go-Karting
- Use technology – phones, tablets...

Anonymous - Email

“Hi Moira

Although we gave you feedback for the NF, I am mindful that this focused on areas to improve and didn't capture all of the positives from yesterday. So I wanted to say a big thank you for a well organised and thought out event. The young people that we had with us enjoyed the activities and overall had a really good day. It was evident that so much hard work had gone into the organisation and that was appreciated by all. Lunch was also a bonus. Thanks again and here are too many more successful events.”

Eastleigh/Winchester

- *“Change can't happen unless you believe it can (with a growth mind-set)”*
- *“I'm important”*
- *“If you believe then anything can happen”*

Havant

- Loved the Lego
- Lunch was very nice – different flavour of pizza needed
- It was a bit long
- Too much sitting down – moving activities
- Too much in one day
- More physical activities needed
- Great to see senior management team involved and visible

East Hants

- Something should be done with your request to make that person feel safe and secure
- The people in charge need to be honest about their colleagues and accept they're not doing their job properly and fire then hire
- It's a cycle of no actions so when children grow older and have our children they won't teach our child to speak out

Young Person's Individual Feedback

R – *“Good getting to know each other, just a shame we will never see each other again”*

C – *“I'm just here for my cinema voucher!”*

M (PA) – *“So great to see so many children, young people & workers with a strong relationships & enthusiasm. Was great to be part of it”*

T – *“Good being here, could be better (shorter). I learnt how to draw and to be friendly”*

M – *“Socialising with other people of good for me. The day could be shorter. I've learnt that social workers try their hardest. I'm not the only one who big issues in care and learnt how to communicate better”.*

S – *“I've had a chance to talk with other children. I've understand the actions my social workers are doing. Worked as a team with my group. THANK YOU!”*

C – *“Today I have opened myself up to different opportunities and understood that I am not alone. This has helped me communicate better and engage with different people. On the other hand it has helped me overcome some barriers and encouraged me to get involved more”.*

“Overall today has taught me that people do care and do try and do the best for me. Also it has helped me understand that people around me do care”.

Z – *“I don't think it needs to be different, everyone wanted to participate, and everyone wanted something”.*

“I definitely think there should be more days like this, different activities to keep the children and adults interactive to bring everyone out of their comfort zones and just enjoy themselves really”.

“You could even do a day with just your group. Do activities like this then 2 or 3 weeks later every group get together again and have the other groups do the activities. So that everyone in the room understands why we have these days and in the end have a big discussion on what they think could make them heard and how they want social services to deal with it”.

Anonymous Individual Feedback

“I loved hearing what the young people had to say. It was good seeing the young people so pleased with their early Christmas presents”

“Table plan would be helpful”

“Good having a different setting when meeting young people”

“The young people's confidence & contributions were great”

“Good move ending early!”

“Video was a great way to reflect and value the day”

“Gone Well – Doing lots of different things, liked the venue, being out for he day, liked everything being arty, liked being shown things to do outside of school”

“Can be improved – Socialise more with others, add group activities, spend time talking with new people”

“What was good – Art projects, enjoying it, lunch pizza!”

“What could be improved – Shorter day, less activities/longer to complete them, not all about care leavers/children in care”

“It was enjoyable but too long”

“I would come again but shorter day would make it better”

“Being inside all day was hard with no outdoor activities”

“We liked the idea of pizza but the pizza we had wasn’t nice”

“Liked talking in front of lots of people”

“Qualities of a SW activity was enjoyable”

“Not a variety of activities – too much art and creative work”

b). Video Link

<https://vimeo.com/297997945>

Password : xxxxx

This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Ofsted Focussed Visit published letter
Report From:	Director of Children's Services

Contact name: Steph How

Tel: 01962 891623

Email: Stephanie.how@hants.gov.uk

1. Recommendation

- 1.1. Report is for information and the Board note the content and positive conclusion.

2. Summary

- 2.1. The Childrens Services Department were recently inspected by the regulatory body, Ofsted. The Inspection was a focussed visit which took place for 1 week in October. The focus of the visit was child protection planning and pre-proceedings Public Law Outline.
- 2.2. The outcome of the Inspection of concluded in a letter that is then published, the letter is attached at Appendix 1 and the presenting Officer will take Board members through the highlights.

2. Contextual information

- 2.1. This letter is now published and an action plan to consider the identified areas for development is in place. The content of the Inspection is relevant to the Board as we know the majority of children who become looked after have previously been subject to child protection planning or the public law outline.

3. Performance

- 3.1. The attached letter provides the Board with an up to date assessment by Ofsted of Children's Services performance in relation to safeguarding children and managing children subject to a child protection plan and / or public law outline.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	Yes
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	Yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes
OR	
This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because:	

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Direct links to specific legislation or Government Directives	
<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not relevant to this report.

2. Impact on Crime and Disorder:

2.1. No impact – for information only.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption? No impact.
- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.

This page is intentionally left blank

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

T 0300 123 1231
Textphone 0161 618 8524
enquiries@ofsted.gov.uk
www.gov.uk/ofsted



5 November 2018

Steve Crocker
Director of Children's Services
Children's Services Department
3rd Floor, Elizabeth II Court North
The Castle
Winchester
Hampshire
SO23 8UG

Dear Steve,

Focused visit to Hampshire County Council children's services

This letter summarises the findings of the focused visit to Hampshire County Council children's services on 11 and 12 October 2018. The visit was conducted by Donna Marriott, Maire Atherton and Caroline Walsh, three of Her Majesty's Inspectors.

During this visit, inspectors evaluated the local authority's arrangements for children subject to a child protection plan, including the quality and impact of pre-proceedings intervention under the Public Law Outline (PLO).

A range of evidence was reviewed, including case discussions with social workers and managers and discussion with the Children and Family Court Advisory Services (CAFCASS). Inspectors also scrutinised case records, local authority performance and quality assurance information.

Overview

Senior leaders have a clear vision for continually improving services for vulnerable children in Hampshire. The senior leadership team's ambitious plans for building capacity through service transformation are evidence based and are underpinned by considerable financial investment by political leaders.

A key part of the transformation programme is the introduction of the children's assessment and safeguarding teams (CAST). This has involved the integration of the initial assessment and the children in need teams, reducing the number of transition points for children and families. Although this has resulted in some inevitable

disruption for some children and staff, morale is good and increasing stability is evident.

Social workers are well supported through the development of mixed-skill teams, which include personal assistants, children and family support workers and social work assistants. These workers provide administrative and practical support to social workers, as well as specialist intervention skills. This enables social workers to spend more time doing purposeful direct work.

When children's needs escalate, decisive action is taken to ensure that they are safeguarded. However, the quality of some aspects of child protection intervention could be improved. Strategy discussions that are carried out by district teams in response to new incidents or escalating concerns do not always involve all the right agencies or include the rationale for decisions and the actions that are needed as part of the subsequent child protection enquiry. Written child protection plans do not always include clear and specific actions with timescales, and some core groups and reviews do not include a comprehensive enough analysis of progress or ongoing worries.

Legal strategy meetings are appropriately convened in response to increasing or continuing concerns about children's welfare. Inspectors identified these as an exemplar of good practice. They demonstrate strong oversight and decision-making regarding the threshold for pre-proceedings and in ensuring clarity about next steps. When cases enter the pre-proceedings process, most are well managed, but they are not always reviewed proactively enough to ensure that actions are carried out in good time. Consequently, for a very small minority of children, plans are not progressed at the desired pace.

The senior leadership team has an accurate view of the quality of services for children in need of protection. They had already identified, prior to the focused visit, most of the areas for development identified by inspectors. The service transformation and the implementation of the CAST model aims to strengthen practice for children in need of help and protection. The early impact of this change was evident in some children's cases reviewed by inspectors, for instance in the authoritative decision-making for children whose circumstances are not improving.

What needs to improve in this area of social work practice

- The quality of strategy discussions in response to child protection concerns on children's cases that are already open to the service, in particular the recording of the rationale for decisions and the actions needed to inform next steps.
- The quality of recording of child protection plans and core group reviews to ensure that actions are clear, that timescales are identified and that progress against the plan is effectively considered.

- Consistency in ensuring that all children subject to pre-proceedings are reviewed regularly to ensure that all plans and actions progress in good time.

Findings

- The implementation of the CAST model is beginning to reduce the number of transition points for children who need help and protection. Some caseloads are higher than leaders would like, but they are beginning to reduce as the workforce increases in line with the transformation plan. The investment in a mixed-skill team, with personal assistants, children and family support workers and social work assistants working alongside social workers, adds tangible capacity. It supports social workers to focus on their relationships and work with children and families. Social workers value this support highly, and morale is good.
- Social workers know children well. They visit children regularly in line with their needs. Leaders and managers have taken steps to improve the quality of recording in this area, and this has had a positive impact on practice. Records of visits provide a strong sense of children's lives and experiences and demonstrate why social workers are involved, with clear links to their plans.
- Assessments are keenly focused on risks and strengths and identify children's needs well. Most provide a good insight into children's experiences of family life: they include analysis of historical information and provide a clear understanding of family functioning. Assessments lead to sensible plans to support children. Importantly, they result in the provision of helpful services to improve children's lives. Not all assessments capture fully the impact of identity, culture and diversity on children's experiences, and further work is needed to ensure that the views of young, pre-verbal children are well represented.
- When children's needs escalate, decisive action is taken to ensure that they are safeguarded. However, the quality of the strategy discussions carried out by the district teams on children's cases that are already open to the service requires some improvement. Most include police and district social care teams only, and recording is limited. The rationale for decisions is not always clearly recorded, and there is an emphasis on the status of the investigation rather than the actions agreed and any contingency arrangements.
- Child protection enquiries are comprehensive and provide a good overview of actions taken. They evidence a strong analysis of the key issues for the child and lead to appropriate decisions regarding next steps. When children are considered to be at risk of significant harm, decisive and timely action is taken to safeguard them, including convening initial child protection conferences. Enquiries are robustly overseen by managers, who add a clear and helpful layer of analysis.
- Child protection conferences are appropriately convened when risks to children escalate. Children and families are supported to share their views, although this

is not yet at a level that managers aspire to. Work is underway to increase participation further.

- The quality of child protection plans requires some improvement. They do not always set out clear actions and timescales. Contingency plans are included, but could be more specific. They use over-professional language, making it difficult for families and involved professionals to understand what the consequences would be if progress is not achieved.
- Partnership working is a strength; partners engage readily in child protection conferences and plans.
- Reviews and core group meetings take place regularly and involve families in considering their progress against the plan. There is, however, some variability in the quality of recording of core group meetings. Although the new conference template clearly identifies where progress has been achieved, it is not always easy to see how actions are reviewed.
- Conference chairs provide oversight of plans and take action to escalate when they identify a lack of effective progress, but this has not always made a difference in improving outcomes for the child. Inspectors identified a small minority of children's plans which had not progressed at the pace needed, sometimes for prolonged periods. In more recent practice, inspectors identified authoritative action in response to continuing concerns about children.
- When concerns increase, or do not reduce, pre-proceedings under the Public Law Outline are effectively initiated. Legal strategy meetings analyse the risks to children and determine threshold decisions well. The recording of these meetings is comprehensive and leads to clear and effective planning. Letters before proceedings, although consistently sent to parents, are not always written in a straightforward or personalised way to ensure that they are understandable.
- Senior managers have taken action to strengthen their oversight of children's cases in pre-proceedings. Although this has resulted in a reduction in the number of children who remain subject to pre-proceedings for longer than six months, it is not yet effective in ensuring that all children's plans are reviewed and progressed at the pace that is needed.
- Management oversight is effective. Managers across all levels are visible and available. Supervision takes place regularly and is valued by social workers. There is more to do to ensure that recording includes the thinking behind decisions and the actions agreed.
- Senior managers ensure the effective overview of service performance through a comprehensive performance framework. A wide range of data and performance information is available to managers and leaders to help them to maintain a clear oversight of practice. A well-established quality assurance programme provides a baseline for reviewing the compliance and quality of practice. Regular auditing is

undertaken alongside social workers, providing helpful opportunities for learning. A recently introduced audit tool is facilitating a more qualitative approach to auditing. This is still embedding, and further development is needed to ensure that auditors are equipped with the necessary skills to analyse fully the practice they are reviewing.

Thank you and your staff for your positive engagement with the focused visit. Ofsted will take these findings into account when planning your next inspection or visit.

Yours sincerely

Donna Marriott
Her Majesty's Inspector

Pre-publication

This page is intentionally left blank

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Corporate Parenting Board – Annual Report
Report From:	Director of Children’s Services

Contact name: Laura Mallinson

Tel: 01420 545638

Email: Laura.mallinson@hants.gov.uk

1. Recommendation

1.1. That the Corporate Parenting Board note the annual report as attached at Appendix 1.

2. Summary

2.1. This is a report detailing the progress made by the Corporate Parenting Board (CPB) which was established a year ago. The report details the functions and set up of the CPB and the impact this has had on children in care and care leavers.

2.2. The work of the CPB is a significant factor in influencing change for children in care and care leavers, ensuring that the Council fulfil its duty to act as a corporate parent and provide the best care possible.

2.3. Whilst the CPB has been established for a year, and making good progress, it is still in its infancy, there have been positive relationships built and awareness amongst the children in care and care leaver population of the CPB and its purpose. This will only develop further over the next twelve months resulting in the CPB’s influence over change intensifying. What is significant to note is how the young people who have met with the CPB members have felt listened to and how the members of the CPB are approachable. Equally the CPB members are open-minded and have made themselves available to children in care, care leavers and foster carers.

3. Contextual information

3.1. The report, at Appendix 1, was presented to Children and Families Advisory Panel (CFAP) on 16 October 2018 with the following recommendations agreed:

- The CPB has been established for one year, during this time the CPB members have fully embraced their role as corporate parents for our children in care and care leavers. The CPB is in its formative stages, but emerging into a productive and inclusive Board. The decision to move towards the engagement of those involved in a young person's journey in care has enabled the CPB members to have a real sense of a child's journey. It is recommended that CFAP support the CPB to undertake this work.
- Through meeting with young people, foster carers, social workers, teachers the CPB are engaging with those that experience the care system, enabling the CPB to influence change and act as the corporate parent to improve outcomes for children and young people.
- It is recommended that the CFAP support the ongoing role of the CPB who can ensure that all of the services to children in care and care leavers are of a high standard, and to ensure that they are being well supported in all aspects of their life, including:
 - support and encouragement to achieve in school;
 - support and encouragement to after their mental health and wellbeing;
 - having opportunities for positive social integration; and
 - enabling the most vulnerable children and young people in society to flourish into the successful adults they can become.
- It is recommended that a further progress report is provided to CFAP in twelve months.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not relevant.

2. Impact on Crime and Disorder: None

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption? No impact
- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel	Children & Families Advisory Panel
Date	16 October 2018
Title	Progress report on Corporate Parenting Board
Report From	Director of Children's Services

Contact name: Steph How

Tel: 01926 891623

Email: stephanie.how@hants.gov.uk

1. Recommendations

- 1.1. The CPB has been established for one year, during this time the CPB members have fully embraced their role as corporate parents for our children in care and care leavers. The CPB is in its formative stages, but emerging into a productive and inclusive Board. The decision to move towards the engagement of those involved in a young person's journey in care has enabled the CPB members to have a real sense of a child's journey. It is recommended that CFAP support the CPB to undertake this work.
- 1.2. Through meeting with young people, foster carers, social workers, teachers the CPB are engaging with those that experience the care system, enabling the CPB to influence change and act as the corporate parent to improve outcomes for children and young people.
- 1.3. It is recommended that the CFAP support the ongoing role of the CPB who can ensure that all of the services to children in care and care leavers are of a high standard, and to ensure that they are being well supported in all aspects of their life, including:
 - support and encouragement to achieve in school;
 - support and encouragement to after their mental health and wellbeing;
 - having opportunities for positive social integration; and
 - enabling the most vulnerable children and young people in society to flourish into the successful adults they can become.
- 1.4. It is recommended that a further progress report is provided to CFAP in twelve months.

2. Summary

- 2.1. This is a report detailing the progress made by the Corporate Parenting Board (CPB) which was established a year ago. The report details the functions and set up of the CPB and the impact this has had on children in care and care leavers.
- 2.2. The work of the CPB is a significant factor in influencing change for children in care and care leavers, ensuring that the Council fulfil its duty to act as a corporate parent and provide the best care possible.
- 2.3. Whilst the CPB has been established for a year, and making good progress, it is still in its infancy, there have been positive relationships built and awareness amongst the children in care and care leaver population of the CPB and its purpose. This will only develop further over the next twelve months resulting in the CPB's influence over change intensifying. What is significant to note is how the young people who have met with the CPB members have felt listened to and how the members of the CPB are approachable. Equally the CPB members are open-minded and have made themselves available to children in care, care leavers and foster carers.

3. Background

- 3.1. A report on Establishing a Corporate Parenting Board was presented to the Children & Families Advisory Panel (CFAP) on 17 October 2017. The report outlined that whilst the role of a corporate parent has been introduced since the Children Act 1989, the Children and Social Work Act 2017 (s1.1) defined for the first time in law what corporate parenting should be looking at to ensure, as far as possible, secure, nurturing and positive experiences for children looked after and care leavers. The seven core principles of the CPB being;
 - to act in the best interests, and promote the physical and mental health and well-being, of those children and young people;
 - to encourage those children and young people to express their views, wishes and feelings;
 - to take into account the views, wishes and feelings of those children and young people;
 - to help those children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners;
 - to promote high aspirations, and seek to secure the best outcomes, for those children and young people;
 - for those children and young people to be safe, and for stability in their home lives, relationships and education or work;
 - to prepare those children and young people for adulthood and independent living.

- 3.2. In order for Hampshire County Council to achieve its responsibility as a corporate parent, there was a need to create a sub-committee of the CFAP to act as a dedicated Corporate Parenting Board (CPB).
- 3.3. The role of the CPB would be to promote the best outcomes for children in care and care leavers and enable Councillor led engagement and advice to CFAP and the relevant Executive Member. The CFAP agreed to the formation of the sub-committee known as the Corporate Parenting Board and to the Terms of Reference also presented to the Board on 17 October 2017.
- 3.4. The questions that the CPB are to ask is “would this be good enough for my child/children” and the need to be aspirational in outcomes for our children in care and care leavers. Looking after and protecting children and young people is one of the most important jobs that councils do. Corporate parents have the responsibility to ensure that children in care, care leavers and other vulnerable children are supported well in order for them to achieve their full potential.
- 3.5. The CFAP appointed three Members to the Board, on a proportionate basis and identified one of them as Chairman and another as Vice-Chairman. In addition, the Children and Families Advisory Panel appointed a substitute member for each political group.
- 3.6. The Panel appointed Cllr Chadd (Chairman), Cllr Briggs (Vice-Chairman) and Cllr Wade alongside Cllr Carpenter (Conservative Deputy) and Cllr Porter (Liberal Democrat Deputy). It was agreed for the appointment of three co-opted Care Ambassadors as Members of the Board as set out in the Terms of Reference; Shannon Nicholls and Carla Wright and Dan Busby.
- 3.7. Those County Councillors on the CPB have a particular responsibility to review County Council policies effectively and improve corporate parenting within Hampshire. The CPB acts through recommendations to CFAP and the Executive Lead Member for Children’s Services, to ensure that all of the services to children in care and care leavers are of a high standard, and to ensure that they are being well supported in all aspects of their life, including:
 - support and encouragement to achieve in school;
 - support and encouragement to after their mental health and wellbeing;
 - having opportunities for positive social integration; and
 - enabling the most vulnerable children and young people in society to flourish into the successful adults they can become.
- 3.8. The Board meets with children in care and care leavers, frontline staff and foster carers / residential homes to enable it to inform CFAP of the standards of care offered to our children and young people.

4. Progress of the Corporate Parenting Board

- 4.1. The CPB sit four times a year, since its introduction there has been three Board meetings, 27 November 2017, 26 March 2018 and 13 July 2018, the next meeting is scheduled for 25 September 2018.
- 4.2. A programme of work was identified at the first meeting, (Appendix 1) enabling focus and ensuring that the CPB;
 - Review the outcomes for children in care and care leavers
 - Ensure that the Voice of children in care and care leavers is listened to, acted upon and incorporated into key plans, policies and strategies for children in care and care leavers
 - Ensures sufficient resources are available for the 'Care Ambassadors' to directly engage with all children in care and care leavers, and to commission and deliver agreed projects on behalf of the Hampshire County Council
 - Raise the profile of children in care and care leavers by promoting the role of Elected members as Corporate Parents with key responsibilities
 - Ensures that children and young people are clear about what they can expect from the County Council as corporate parents
- 4.3. The CPB first met on 27 November 2017, this was the introductory Board meeting where there was a presentation on the role and function of the CPB, the responsibilities as corporate parents to our children in care and care leavers and the Pledge was presented enabling CPB to have a great understanding of the functions and responsibilities of the Board.
- 4.4. The Protocol between the Hampshire Safeguarding Children Board and the Corporate Parenting Board was agreed due to an overlap in their responsibilities, this protocol outlined how the two Boards will exchange information and work together on areas of mutual interest. A report has recently been present to the Board reviewing this protocol and providing an update, which was well received.
- 4.5. The second meeting took place in March 2018; the agenda for this meeting was predominantly focused on the performance of children in care and care leavers and how this compared over the Hampshire area. This was statistical information with a narrative explaining the detail.

5. Data Performance:

- 5.1. Children's Services collate data and provide a return to Government to demonstrate the level of care we are providing our children who are looked after (CLA). A presentation detailed the number of children who were currently in care at that time. It is detailed of those children who

received their Health and Dental Reviews within 12 months, the number of children who had received their immunisations and the outcome of a Strength and Difficulties Questionnaire which considers the emotional needs of children in care. There is a designated nurse for children in care who works closely with Social Care to support and improve the health of this cohort of children and young people; they also attended the Board to share information on how plans are in place to continue to improve the health of CLA and Care Leavers. Information was also shared on the number of CLA reported Missing; the percentage of CLA with three or more placements in a year; the percentage of CLA who have been looked after continuously for two and a half years, or in the same placement for at least two years or placed for adoption and their adoptive and previous placement together lasted for more than two years; school attendance rates; the number of CLA who have an assessment to identify if they are at risk of Sexual Exploitation. This information was all noted by the CPB with a view to monitoring these in the future.

6. Education:

- 6.1. There was a presentation on the Education of Children in Care identifying that the results for Early Years, Key Stage 1, 2 & 4 are all improving and are similar to the results for the same demographic nationally. An overview of the Virtual School and its future priorities was given, alongside a plan for how the priorities will be met. It was highlighted the difficulties in ensuring CLA achieved on par with the rest of their cohort and the importance of ensuring they are in good schools was a factor to support children progressing.
- 6.2. It was highlighted that there is currently work being completed with all schools in Hampshire to increase their understanding of the educational needs of CLA and to help schools understand the challenges CLA have to overcome. It was also noted that there is ongoing work required to increase the ambitions for the educational outcomes of CLA.

7. Care Leavers:

- 7.1. The CPB received an update on Care Leavers with a focus on the Local Offer and the feedback received in relation to it. The Board heard that 525 Care Leavers had been consulted with and responses were received from 54 of them which is a good amount compared to usual survey response rates.
- 7.2. The CPB also heard how work is being undertaken with District Councils around Council Tax exemption, alongside charity involvement and support with Housing and Health for Care Leavers. There has also been a joint protocol established between Children and Adult's Services to ensure Care Leavers continue to be supported post 21 years, this was shared with the Board. In response to the mental health needs of

care leavers, and in line with Social Care's approach to develop more multi-agency working to enable a better response to the needs of all service users, Mental Health practitioners will be recruited to support care leavers experiencing mental health difficulties.

8. Feedback from Care Ambassadors:

- 8.1. The Care Ambassadors are currently reviewing The Pledge to ensure it focuses on the priorities of children in care and care leavers.
- 8.2. It was also shared how CPB had recently met with the Director of Children's Services and other Care Ambassadors and it was thought to be a beneficial experience for all involved. Care Ambassadors have also been involved in interviews for senior Children Service's staff, most recently the new Area Director. One Care Ambassador has visited Whitehall and shadowed a Civil Servant in the Department of Education. There followed a conversation about the possibility of similar opportunities being set up within Hampshire County Council. In addition to the Care Ambassador role a Care Mentor role has been established and there are currently 16 Young People in these roles.

9. Outcome of the Bright Spots Survey:

- 9.1. An overview of the outcomes of the Bright Spots survey in relation to Education for Children in Care, this was an anonymous questionnaire, set up by an independent agency. There was a positive response rate to this, likely due to the Independent Reviewing Officers encouraging the CLA to complete the survey at a CLA review.
- 9.2. The main aspect picked up on from the survey was the large number of respondents who said they were afraid to go to school due to bullying. This was not expected and has led to the creation of an action plan to respond to this concern. There were also concerns in relation to young people not knowing the detail of their plans and being unaware of why they have moved placements.

10. Use of technology to increase the engagement of CLA and Care Leavers:

- 10.1. It was shared that Social Care are reviewing the current use of technology with the aim to increase the involvement of young people & care ambassadors, different apps and social media sites are being considered. The current webpages were being refreshed to look more up to date, work on mobile devices and act as a hub for social media.

11. Workstyle:

- 11.1. Due to the pressures on practitioners to meet the needs of the children and young people the CPB heard that 'Social Worker Personal

Assistants' were being rolled out to assist Children in Care teams, this will enable practitioners to spend more time out of the office with children and young people. This is further supported through the issuing of new hybrid IT devices for practitioners that can be use for direct work with CLA and care leavers, but also create flexible working.

12. Structure of the meeting

- 12.1. It was identified within the meeting of 27 November 2017 that it was very formal and corporately driven, there was a lot of information shared that Social Care collate, but little sense of the individual experience of a child or young person through their journey in care. It was considered that due to the formality of the meeting, it was not enabling the engagement of children and young people. This second meeting was reflected upon and considered that in order to become child inclusive and enable the participation at a level where decisions are shared adult and child decisions, the structure needed to be adjusted.
- 12.2. It was felt that the formal reports would still be required, but would not be the main focus of the CPB, but that the CPB members would meet with different groups of young people or carers people prior to the CPB where they can share their experiences and journey, this would direct the agenda for the CPB.

13. Engagement of Young People

- 13.1. At the third CPB held on 13 July 2018, the CPB members shared feedback from an informal meeting that had taken place prior to the CPB. The CPB members had been available to meet the group of young people and to discuss their experiences from within the care system environment. Members had met with eight individuals, ranging in age between 12 and 17 years. Officers had also been present on the day to facilitate the discussion and to make introductions. All Members felt that the meeting had been extremely beneficial and they had valued the discussions with the young people and the feedback that they had received.
- 13.2. It was noted that the meeting had helped Members to understand how the transition through the care system had worked for each individual and Members were keen to learn more and to speak further with other young people to understand the experience from their perspectives.
- 13.3. It was highlighted the importance of an individual's initial experience of being placed in care and how this could be better supported, particularly when this is in an emergency. Furthermore, it was noted that leaving a care placement for an alternative placement was also an important time. Specific suggestions were proposed, such as creating a leaflet with relevant information for children entering into the care system, the possibility of video conferencing with future foster parents and producing welcome/leavers packs.
- 13.4. Arising from the meeting with young people, it had been agreed that:

- A second, informal meeting for Members would be arranged with the same group of young people.
- The Chairman would write to the young people to thank them and to provide an update on how their ideas and suggestions had informed future work.
- Another informal meeting with an alternative group of young people
- and an informal meeting with foster carers would be arranged to enable Members to gain further insight and understanding.

14. Future Board Meetings

14.1. From the information collated to date, it was considered that the future Board meetings should consider;

- A detailed update on foster placements – incorporating the number of placements across Hampshire and some background information to provide members with information about how placements are sought and allocated.
- An update on the ongoing strategy for the recruitment of foster carers.
- That the CPB members would hold an informal meeting with another group of CLA and Foster Carers to continue to understand the needs of CLA and Care Leavers.

HAMPSHIRE COUNTY COUNCIL

Report

Committee/Panel:	Corporate Parenting Board
Date:	3 December 2018
Title:	Work programme
Report From:	Director of Children's Services

Contact name: Laura Mallinson

Tel: 01420 545638

Email: Laura.mallinson@hants.gov.uk

1. Recommendation

- 1.1. That the Corporate Parenting Board review and agree the work programme for upcoming meetings.

Work Programme for Corporate Parenting Board – 2019

<u>Corporate Parenting Board Meeting</u>	<u>Workshops – who and what purpose?</u>
<p><u>December 2018:</u> Standing Agenda Items: CPB members feedback on workshops Care Ambassadors feedback on progress of work Participation Officer feedback on progress of work Marketing</p> <p>Rolling Programme:</p> <p>Relevant for meeting: Bright spots Survey overview Peer Challenge Feedback Participation report – annual CPB report and x6 monthly progress on Participation that was presented to CSDMT and CFMT Feedback from Participation Conference Summary of Ofsted Letter Forward Planning Pledge</p>	
	<p><u>January 2019</u> CPB meet original group of YP from summer 2018</p> <p>Foster Carers – representative</p>

	<p><u>February 2019</u> Foster Carers in first year of role</p> <p>Cohort of YP – children known to CSD – CP plans / CIN/ FSS – including DCT</p>
<p><u>March 2019</u></p> <p>Standing Agenda Items: CPB members feedback on workshops Care Ambassadors feedback on progress of work Participation Officer feedback on progress of work Marketing</p> <p>Rolling Programme: X6 monthly update on Education of CIC X6 monthly update on Health of CIC X6 monthly update on Fostering X6 monthly performance update</p> <p>Relevant to Meeting: Outcome of the task and finishing marketing group Update on the Retention and Recruitment of Social Workers</p>	
	<p><u>April 2019</u> Meeting with young people / carers who are in Out of County placements – this will give info on health and education</p> <p>Meeting with young people and carers of Reg 25 - placed with extended family</p>

	<p><u>May 2019</u> Group of UASC Children in Care</p>
<p><u>June 2019</u> Standing Agenda Items: CPB members feedback on workshops Care Ambassadors feedback on progress of work Participation Officer feedback on progress of work Marketing</p> <p>Rolling Programme: X6 monthly update on progress of Care Leavers Service X6 monthly update on progress of the Children in Care Service HFN annual update Update on progress of Bright Spots</p> <p>Relevant to Meeting:</p>	
	<p><u>July 2019</u> Care Leavers – utilising new post 16 provisions Care Leavers in higher education / further education</p>
	<p><u>August 2019</u> CPB meet original group of YP from summer 2018 Foster Carers – representative</p>

<p><u>September 2019</u> Standing Agenda Items: CPB members feedback on workshops Care Ambassadors feedback on progress of work Participation Officer feedback on progress of work Marketing</p> <p>Rolling Programme: Annual Adoption Report update Annual report on the progress of the CPB</p> <p>Relevant to Meeting:</p>	
	<p><u>October 2019</u> Foster Carers in first year of role</p> <p>Cohort of YP – children known to CSD – CP plans / CIN/ FSS – including DCT</p>
	<p><u>November 2019</u> Meeting with young people / carers who are in Out of County placements – this will give info on health and education</p> <p>Meeting with young people and carers of Reg 25 - placed with extended family</p>
<p><u>December 2019</u> Standing Agenda Items CPB members feedback on workshops Care Ambassadors feedback on progress of work Participation Officer feedback on progress of work Marketing</p>	

<p>Rolling Programme: X6 monthly update on progress of Care Leavers Service X6 monthly update on progress of the Children in Care Service</p>	
<p>Relevant to meeting:</p>	<p><u>ANY TIME</u> CIC participation events – CPB members can attend any time. CPB to have the agenda of dates from MS. Visits to the in house children’s home Meet with more of the teams – could be when meeting with the participation event</p>

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	yes
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	yes
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. **Equalities Impact Assessment:** Not relevant.

2. Impact on Crime and Disorder:

2.1. None

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption? No impact.
- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts? No impact.