

# Children's Participation Annual Report March 2017 Children Young People and Learning

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## 1 Introduction

One of the key aims stated in "Bracknell Forest's Vision and Ambition for Children and Young People" is "that the voice of the child will remain at the centre of all our work and that their views will be taken into account in all that we do."

Due to a change in reporting the Participation Annual Report sets out the activity undertaken from January 2016 – March 2017 to support these aims and commitments and the impact of this activity measured in line with the Hear By Right standards.

#### 1.1 Roles and Responsibilities

The participation of children and young people and hearing their voice is integral to the work across the department. However specific responsibility for coordinating the work and developing and maintaining the structures and systems through which it happens, sit within Strategy Resources and Early Help.

#### 1.1.1 The Children's Participation Development Officer (CPDO)

The CPDO builds relationships across the teams and services within the Department, the Council and partner agencies in order to develop and promote systems which actively involve children and young people who are receiving services from Children's Social Care in the development and continuous improvement of those services. The post holder has the following specific responsibilities.

- Contributing to the continuous promotion of professional understanding and commitment to the involvement of children and young people
- Providing Participation training, both induction and refreshers, for staff and foster carers.
- Ensuring that systems are in place to enable children and young people to participate in decisions affecting their own lives and to contribute to service improvements.
- Developing the skills and capacity of children and young people to participate in meaningful ways.
- Facilitating the Children in Care Council and implementation of their annual participation and reporting cycle, including the Bracknell Big Ballot event.
- Promoting and managing the provision of Independent Advocacy to young people receiving a service from Children's Social Care.
- Promoting and Managing the provision of Independent Visitors to Looked After children and young people.
- Working, in partnership with colleagues from other service areas and partner agencies, in the planning, development and delivery of consultations with children and young people.
- Generating and developing new participation initiatives across the department.
- Facilitating the participation of children and young people in the recruitment and selection of staff.

This role is line managed by the Policy and Research Officer. This provides a link for Children's Participation into Corporate Parenting, quality assurance and audit and policy development.

#### 1.1.2 Targeted Youth Worker: Participation

The Participation Targeted Youth Worker works within the Youth Service Team, the purpose of the role is to ensure that young people's voices from the wider Bracknell population are heard throughout the council to improve services for young people.

#### Responsibilities include:

- Support a fully elected youth council, including elections to be held in each school.
- Plan elections for a Member of Youth Parliament, who will attend national events programmes, supported by the British Youth Council.
- Organise and develop the National Takeover Day for Bracknell Forest.
- Yearly Make Your Mark consultation to be held within the borough.
- Support MYO to attend sittings in the House of Commons.
- To develop opportunities for youth engagement across the youth service within target areas.
- Support young people at College Hall
- To maintain a case load of young people for individual support.

#### 1.2 The Participation Continuum

The Children Young People and Learning Department has adopted a model of participation based on Hart and Wade's Ladder of Participation, in which different rungs relate to different levels of participation and non participation. The model has been adapted to form a continuum to avoid focussing on a hierarchy and rather to emphasise that different levels of participation are valid for different groups of children and young people and at different stages of an organisation's development. (Appendix 1)

## 1.3 The Hear by Rights Participation Standards

To review progress along the continuum the department has adopted The 'Hear by Right' standards. These standards were developed by the National Youth Agency and are based on the following areas;

**Shared values:** strong agreement is established within the organisation about the shared value of children and young people's participation, with the purpose of creating a sense of unity and resolve to put in the required resources.

**Strategies:** these provide clarity regarding the direction and goals of participation, prioritising areas for change, and are explicit regarding the expected balance of benefit for everyone, especially children and young people.

**Structures**: structures exist for the involvement of children and young people making participation accessible for all children and young people, avoiding over-reliance on a small group. The structures must be rooted in shared values and they must be explicit about how the power is shared.

**Systems:** the adult systems (such as policies and agreements) exist describing how to involve children and young people safely e.g. on consent, transport, protection, complaints, incentives and rewards.

**Staff:** the recruitment, selection, training and induction of staff promote and encourage support for participation.

**Skills and knowledge:** Development of the skills, knowledge, confidence and capacity of children and young people to participate and make change happen.

**Style of leadership:** leadership (senior staff and elected members) and organisational culture which ensures effective support of children and young people's participation.

# 2 Participation activity undertaken and impact in each area.

#### 2.1 Shared Values Activity

#### 2.1.1 Promotion materials for pledge

Copies of the pledge are distributed with SiLSiP promotional pens to act as reminders the significance of participation. Posters promoting the Pledge are displayed prominently around the Children's Social Care (CSC) office to maintain a profile for this document.

#### 2.1.2 Participation leads

Following the re-launch of the pledge in 2015 participation leads were identified for each team. Their role is

- To promote children and young people's participation in their team. This may involve circulating information about participation opportunities and activities, promoting training opportunities, the advocacy service, independent visitors, and the Children in Care Council.
- To represent their teams at the Participation Operational Group (POG)
- To be the first point of contact within the team for the CPDO when she needs staff to support participation activities and to be available themselves at least once a year.
- To be accessible to young people. They will be one route for children and young people to use to get their voice heard within CSC. The role will not be to resolve their issue but to make sure their feedback or concerns reach the ear of the appropriate person, whether that be the Children's Participation Development Officer, a Social Worker or Team Manager a Senior Manager or, Complaints Officer.
- To support delivery of the annual participation training programme as appropriate.

#### 2.1.3 Staff Recruitment

Job descriptions and person specifications developed by SiLSiP, the Bracknell Forest Children in Care Council, for Foster Carers and Social Workers are included in staff recruitment packs.

This year Human Resources have updated the letter inviting to interview, to inform candidates that a young person may be part of their panel.

#### 2.1.4 Induction and refresher training for staff

Five staff training seminars on Advocacy and Participation have taken place in 2016. These are part of our team inductions which also include Policy and Quality Assurance presented by the Child Participation Development Officer (CPDO) ,Policy and Research Officer and Quality Assurance Officer. A total of 29 members of staff from across the service have attended training in 2016/17.

#### 2.1.5 Foster Carer Training

There has been limited uptake of induction training by foster carers therefore no training for foster carers has been run this year. The CPDO has met with the Family Placement Team and it has been agreed that instead the CPDO will be invited to attend skills to foster and coffee mornings to promote participation. The CPDO has also attended a meeting of the Foster Carer Association to promote participation opportunities available for looked after children.

#### 2.1.6 Do You Know? Training

This training, developed in 2013, has been designed and is led by young people from Bracknell Forest who are care experienced. It gives them an opportunity to have their voices heard by those people who support them. The aims of the training are to give people a greater understanding of the experience of being in care and to offer an opportunity to reflect on practice and attitudes in light of this. There are currently five young people available as trainers.

Four courses have been run this year. Thirty six people have participated. This included an additional session, delivered for the Virtual School and Designated teachers as part of the Big Ballot Action plan on "Bullying" to promote of awareness of the particular needs of looked after children in schools.

Attendees on "Do You Know?" Training							
Year	Elected	Senior	CYPL	Foster	Health and	Total	
	Members	Managers	Staff	Carers	other		
		(Heads of			Partners		
		Service and					
		Chief					
		Officers)					
2013	1	0	12	0	0	13	
2014	6	5	15	16	4	46	
2015	1	0	13	5	4	23	
2016	3	5	16	3	15	42	
2017	0	0	24	2	3	29	
Total number of participants							

A request has been received for the young facilitators to run a course specifically for the step up to social work programme; this took place on 15 March 2017. It has also been offered as part of the induction programme for all new Councillors.

The Family Placement Team has agreed that Do You Know Training will become a mandatory part of Foster Carer Training.

#### 2.2 Shared Values - Impact

The expectation from CYPL that staff, council members and foster carers will share a commitment to participation and hearing the voice of young people has been communicated to job applicants and newly appointed staff through their application and induction processes and for newly elected members as part of their induction.

The values have been emphasised to all staff this year through the visual promotion of the pledge in the working environment.

The rolling programmes of Advocacy and Participation Training and the Do You Know Training have reinforced these values and given staff, foster carers and Elected Members opportunities to learn more about the significance of participation to young people, and to understand the systems in place which facilitate participation.

Evidence that these values are shared widely is demonstrated in

- Feed back from Do You Know Training has been consistently outstanding with participants demonstrating how the training will influence their practice. (Appendix 2 & 9)
- Staff have volunteered to undertake the role of Lead for Participation in their teams.
- Colleagues from Family Placement, Virtual School, LAC nurses, Youth Services, Independent Reviewing Officers, social work teams and members of the youth service have enthusiastically contributed to participation events.
- Young People have been invited to contribute the planning of the 2017 Looked After Children Achievement awards.
- The Principle Social Worker requested young people be invited to participate in a survey on Child Protection Plans with a view to improving the system.

#### 2.3 Strategies - Activity

#### 2.3.1 A Positive Approach to the Engagement of Young People 2013-16

The approach to engaging young people was developed to complement and further define the Council's and its partners' approach to engaging with people, expressed in the Bracknell Forest Partnership's Community Engagement Strategy covering the period 2013 -16. This strategy outlines how partners will work together to ensure local communities can take action and participate in whatever way they wish to influence service delivery, decision making and policy development. Guided by this blueprint, and by working together, we can share resources, expertise, contacts and local community knowledge.

The aim of the approach to engagement of young people is to increase the effectiveness and efficiency of engagement activity and to enable young people to influence decision

making and empower them to take action to tackle issues that affect them. This approach will support the Council and its partners to make better decisions and get policy and services to even better meet the needs of individuals and communities.

#### 2.3.2 The Children's Social Care Participation Strategy

The CSC Strategy was updated in 2016. The overall purpose of the strategy is to demonstrate a commitment to participation and the development of best participatory practice within Children's Social Care.

#### 2.3.3 The Pledge for Looked After Young People

The Pledge is Bracknell Forest Council's promise, as Corporate Parents, to children and young people who are looked after and to care leavers. It includes a set of practice standards to describe what each of these promises would actually look like in practice for young people. The signed Pledge is part of looked after young people's/children's induction packs. (Appendix 3)

#### 2.3.4 The Looked After Children Participation Cycle

The annual cycle of participation which supports monitoring the effectiveness of the pledge (Appendix 4) has been in place for two years. Its purpose was to increase the effectiveness of the participation structures in place and address the challenges of

- Maintaining young people's commitment to participation.
- Recruiting and inducting new participants from the LAC population.
- Managing the mixtures of motives for participating (social, personal and political)
- Gaining wider representation from LAC population.

#### 2.3.5 Advocacy Policy and Procedure

An Advocacy for All Policy and Procedure outlining eligibility for and options for advocacy provision for children receiving a service from Children's Social care has been drafted and will be consider for adoption this year.

#### 2.4 Strategies - Impact

The participation cycle has provided an effective structure for the work of the Children in Care Council, enabling them to focus on one or two issues raised by young people, rather than responding to numerous requests from staff and members.

Part of the cycle is the meeting between SiLSiP and senior managers. A new terms of reference for this meeting (Appendix 6) has shifted control of the meeting to the young people.

The aim of the Advocacy Policy for children and young people receiving services from Children's Social Care, is to set out the scope and eligibility, to make sure there is equity of provision and that children are protected and their rights are upheld, by providing an opportunity for their views to be listened to and properly considered.

#### 2.5 Structures - Activity

#### 2.5.1 The Big Ballot

The second annual Big Ballot event for Looked After Children, the launch event for the participation cycle, took place in May 2016.

The purpose of the event is to invite Looked After young people to vote on those issues where they would like to see changes and improvement. The pledge standards are used to stimulate thought and discussion and SiLSiP undertake to focus participation work during the year ahead on the areas identified.

The event is also used to promote participation and recruit new young people committed to participate in the participation annual cycle or in other roles, such as training and recruitment

#### 2.5.2 Children in Care Council

Bracknell Forest has a Children in Care Council (SiLSiP) that is well embedded in children's social care and has a regular membership of young people.

#### 2.5.3 The Participation Operational Group (POG)

This group was set up in to February 2015 to prioritise and monitor the Participation annual work-plan for CYP&L. Its aims are to

- Receive proposals for participation work and projects (from SiLSiP, Youth Council, Teams and Service areas)
- Prioritise these
- Identify and allocate resources
- Generate agreed annual work-plan
- Support delivery of the plan
- Promote participation and advocacy across department
- Manage requests for YPs participation in consultation and participation events from other council services and partner agencies.

The POG Terms of Reference is found in Appendix 11 and the work plan 2016/17 is found in Appendix 10

#### 2.5.4 Advocacy Provision

Children in receipt of social care services (LAC CiN and Care Leavers) who wish to make a representation (a complaint, concern or compliment) and Looked After Children whose care and progress is being reviewed, are entitled to independent advocacy. The Local authority has a duty to make arrangements for advocacy provision. Bracknell Forest currently provide this service by spot purchasing from a range of advocacy providers following referral from a social worker, carer, IRO or young people as self-referers.

During 2016/17 Advocacy was used for Complaints and Representations, LAC Reviews, Child Protection Conferences, Initial Child Protection Conferences, and Family Group Conferences.

Advocacy service in Q4, 1, 2, 3 & 4							
	Qtr 4 (15-16)	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
No of children	33	32	31	34	35		
No of families	21	22	25	24	25		
No of on-going cases (per family)	9	13	11	14	16		
No of new referrals received Q1 (per family)	12	19	14	10	9		
Number of Advocacy Contacts	49	53	54	53	69		

During January – March 2016 a pilot, "Advocacy for All", took place facilitated by the Child Participation Development Officer. The purpose of the pilot was threefold

- to increase the uptake of Independent Advocates by children 7years + who are involved in Child Protection meetings
- to encourage a culture amongst staff of "Advocacy for All"
- to trial the provision of a more accessible and consistent service for children and young people, one that is offered on an equitable basis to all children and young people within the age group.

During the trial quarter the number of young people who used an Independent Advocate increased by 45% on the previous quarter. The number of new referrals increased by 33% on the previous quarter. Compared to the same quarter the previous year advocacy Contacts increased by 57%.

#### 2.5.5 Independent Visitors

The Children Act 1989 introduced the role of Independent Visitors (IVs) for looked after children; their task is 'visiting, advising and befriending the child' (section 7(2)(a)). All children in care qualify for this support if it appears to the local authority that it would be in the best interests of the child.

During 2016/7 five young people have had new matches with Independent Visitors and there are currently 10 matches in place. Three young people are currently on the waiting list for matches with Independent Visitors, two of these young people have volunteers identified and are waiting for young people to go ahead. Two young people are on hold due to recent or upcoming placement moves. This waiting list is evidence of a service deficit. Our current provider is unable to recruit and match sufficient Independent visitors to meet demand from Bracknell Forest young people under the current spot purchase arrangement. There has been one IRO challenge on behalf of a young person who was on the waiting list for 11 months until a volunteer was found. This was due to the specific needs of the young person and the requirement for a male IV. There are currently fewer male volunteers.

#### 2.5.6 Participation in Looked After Children Reviews

It is part of the role of the Independent Reviewing Officer (IRO) to ensure that the voice of the child is central to the Looked After Children review process. During the first, three quarters of 2016/17 98% of children aged four and above were able to participate in their LAC review meeting, either attending and speaking for themselves or conveying their views non verbally, asking an advocate to speak for them or conveying their feelings to the conference via their social worker, carer or IRO.

The IROs also visit children under 4 in their placements as part of the LAC review process, this enables the IRO to observe the child in placement and how they interact with their carers and other significant people.

An Independent Reviewing Officer attended a SiLSiP meeting on 18 January 2017 to highlight the IRO role and children's rights in LAC Review meetings through a quiz. The visit was successful in raising awareness and forging positive links between SiLSiP and the IRO service. SiLSiP agreed that the IRO can attend future meetings and provide SiLSiP with information on any service issues, which they may choose to follow up with Senior Manager.

#### 2.5.7 Care Leavers activities

In August 2016, a Participation Officer for Care Leavers was recruited. This post is part of the creation of work/training opportunities within the Council for Care Experienced young people and was initially funded until March 2017, this has since been extended until December 2017.

# 2.5.8 Participation Practice at Larchwood Short Break Service review and development

The regulation 44 visits to Larchwood provide evidence of positive practice regarding young people's participation in decisions concerning themselves, their care and how they choose to spend their time. The views wishes and feelings of young people are actively sought and, taken into account and communication difficulties are addressed in order to ensure views are heard and respected. Young people are helped to express themselves and to make choices. An annual consultation with parents and young people re service improvement is undertaken and there is evidence that consultation and feedback influences decisions and practice.

#### 2.5.9 BOOM

The aim of BOOM (Because Our Opinions Matter) is to promote the participation of children and young people who are supported by the Children's Specialist Support Team by providing opportunities to share views and opinions about the support they receive. A report by Participation Works (2010) stated that investing in children's participation can "make services and organisations more efficient and effective, and therefore better able to improve children and young people's outcomes. The process will also have a positive impact on children's self-esteem, confidence and skills."

The group was established on the 14th May 2016 by the Children's Specialist Support Team, and runs on a quarterly basis until the time that there is a unanimous decision for it to discontinue.

The aims of the group are to discuss and identify:

- The experience of receiving support from the Children's Specialist Support Team
- Ideas on how service delivery can be improved

· Opportunities to inform services about disability

#### 2.5.10 Youth Council

The youth council is a fully elected group of young people from the wider Bracknell Forest community who attend regular meetings to discuss issues that are raised by young people of the borough. During the past year the youth council has held elections in all secondary schools to elect young people onto the council.

#### 2.6 Structures - Impact

#### 2.6.1 The Big Ballot

The Big Ballot has given structure and impetus for SiLSiP's work on behalf of other looked after children. SiLSiP remain committed to increasing the number of young people contributing to the decisions about where changes and improvements are needed. Ten young people attended the event and one young person had a postal vote. All Looked After Children have since received a news letter describing the event.

In 2015 the young people voted for SiLSiP to address the issue of bullying for young people in care. This year young people voted for SiLSiP to focus on Contact with Family and Friends. The work undertaken is described below.

SiLSiP responded to the 2015 Big Ballot vote to focus on bullying by creating a stop motion animation film called "Just the Same". The film, was completed summer 2016 and launched at the Achievement Awards for looked after children. It was also featured as part of a Looked After Children Art Exhibition at South Hill Park. The plan is that the film will be used as a resource by schools to raise awareness and discussions about bullying, with particular reference to Looked After Children. The film was shared at a Virtual School meeting for Designated teachers in October and with staff at the Children's Services Day in November 2016.

The organisation Kooth was commissioned to run a workshop to support looked after young people to develop strategies to handle intrusive questions and bullying. This was attended by 8 young people and reported on in the SiLSiP newsletter.

Following the 2016 vote to focus on Contact SiLSiP have contributed to review of the CSC Contact Policy and plan to create cue cards for workers and young people with guidance and advice regarding contact. They also plan to make an animation film to help explain things.

The Big Ballot included a question on advocacy and it became clear that some young people are still unfamiliar with either the term or the service. The outcome was that the group created a new promotional postcard for Advocacy. These have been printed and distributed to teams and are included in looked after children/young people's induction packs.

#### 2.6.2 SiLSiP

SiLSiP challenged senior managers on availability of Life Story work and have been assured that training for workers is taking place. A survey of young people's awareness and experience of Life Story work will be undertaken at the 2017 Big Ballot.

#### 2.6.3 The Participation Operational Group

This has formalised the development of Participation goals and a work plan to achieve them. This has previously been a more adhoc process. The new structure engages staff from across CYP&L, rather than just participation workers, and provides coordination and accountability.

#### 2.6.4 Advocacy Provision

Appendix 7 details feedback from young people and staff regarding the positive impact of advocacy for young people.

The Advocacy for All pilot led to a significant increase in demand for advocacy allowing better understanding of the impact both financially and in terms of benefits for young people and therefore how sustainable this approach would be in the long term. Subsequently, this year a new Advocacy for All policy has been drafted and a Business case for the use of a contract for advocacy developed. These are under review.

#### 2.6.5 Independent Visitors (IVs)

IVs have a significant role to play in the lives of children separated from their families. Looked after children tend to view their IVs as friends and sources of emotional support, encouragement and practical advice, who offer a consistent adult presence in their life. A recent case study received from Action 4 Children, who provide IVs for Bracknell Forest, described the positive impact of having an IV as understood by one young person who has had and IV for 18months.

"Being part of Action for Children is a great opportunity. It gives me that bit of encouragement to have someone to trust to talk about things. The great thing about it is I can discuss what I want to with Catherine, she understands better than my friends. I can also do fun things such as Go Ape, Picnics and many more, as long as it's within our budget."

#### 2.6.6 Participation in Looked After Children Reviews

Young people's participation in their LAC reviews gives a sense of control and ownership of the meeting. The following feedback regarding the impact of participating in reviews is taken from the 2015/16 IRO annual report.

"I like her she phones me and texts me, not just at review times. If she is coming to see me she is never late!"

"She helps me say the things I want to say in my review."

She can be fun but also serious when she needs to be and I feel she does try to help me She knows me well and will help me if I need help in meetings. She listens to me I asked my IRO to tell my favourite joke at my review and she DID

#### 2.6.7 Work to engage care leavers

- New Care Leaver's Entitlement Leaflet designed and published
- Development of the Peer Mentoring Offer for BFC

- Representation at BFC at the National Leaving Care Benchmarking Forum and supporting young people from LCS to attend the Care Leaver's Week celebrations in London (Chelsea Football Club)
- Development of the Facebook Page for Care Leaver's in Bracknell
- Three successful participation events engaging 17 young people including those who have proved hard to reach in the past.
- Developing the use of WhatsApp with young people
- Housing Liaison work with Care Experienced young people
- Working with the Virtual School to develop future services to support hard to engage young people.
- Developing the use of video technology for the life skills offer.
- Number of care leavers involved in recruitment and selection increased from zero to three.

#### 2.6.8 BOOM

Four BOOM sessions have been run and thirteen young people attended. The following outcomes have been achieved

- Attendees have been supported to understand the role of social workers, which continues to be discussed in every session
- Attendees have started to build relationships with each other and establish themselves as members of BOOM.
- Some attendees have shown a significant increase in their own self-esteem during sessions
- Attendees are starting to understand the importance of their own views and have created an 'ideal social worker'

#### 2.6.9 The Youth Council

The Youth Council offered a residential experience to bring the new members together, this was held at Woodrow High House in Amersham, and 20 young people took part. The programme included a number of team building activities and opportunities to develop skills.

The council has been trained to understand more about young people's mental health. This training is currently informing the creation of a mental health charter for schools to adopt.

The British Youth Council conducted their annual, Make Your Mark Ballot in which a total of 986000 young people participated nationally. In Bracknell Forest 5000 young people voted, a turnout of 38% of those entitled to vote. This is a record for the borough. The turn out in Bracknell Forest for the Make your Mark Ballot has increased annually since 2012. This achievement was recognised at a presentation at the House of Commons attended by two young people from the Youth Council.

#### 2.7 Systems - Activity

#### 2.7.1 Consultation with Young People on a Child Protection Plan

In August 2016 the Principal Social Worker requested a piece of consultation work be undertaken with children/young people ten years and upwards with a child protection plan. This was facilitated by the Children's Participation Development Officer supported by the Quality Assurance Officer and Step Up to Social Work students who each undertook structured interviews. The purpose of the consultation was to hear, directly from young people, about their experience of Child Protection processes, of having Children's Social Care involved in their family and what the impact has been on their lives. The information shared has been analysed to identify good practice to be disseminated more widely and ways Children's Social Care improve the processes to make the child's experience better. An action plan has been developed.

#### 2.7.2 Consultation on Health Passports for Young People

Three young people took part in a health consultation organised by the Berkshire Healthcare NHS Foundation Trust who wanted young people's views on the new Health Passports for care leavers. The young people contributed ideas on the design, colour and format were incorporated into the final design and suggested more child friendly language. Young people will be invited to a launch event to see the finished product.

#### 2.8 Systems - Impact.

Following the Child Protection (CP) Plan survey the following actions have been agreed.

- The format of CP plans will be reviewed and plans created which are more concise and family friendly.
- Social Workers will carry out direct work with the child after first conference to ensure they have a level of understanding of their plan that is appropriate to their age/understanding
- A tool kit to support this work will be collated
- Children will be consulted on the location of CP visits
- A best practice guidance cue card will be written for staff
- Customer Service Standards for CSC, including standards for punctuality and communication will be adopted.

#### 2.9 Staff - Activity

#### 2.9.1 Foster Panel

The Child Participation Development Officer has contributed to Foster Panel throughout 2016/7. The aim of this has been to ensure the voice of Looked After Children is represented on the panel. In order to get the voice of young people represented more directly a Care Experienced young person has been recruited to take over this role.

#### 2.9.2 Participation in staff Recruitment

HR forms have been updated to prompt staff to ask for a young person on interview panels. Young people have been involved in the following interviews

- the Director of CYP&L,
- two Independent Reviewing Officers,

- the Manager for the Conference and Review team,
- the Assistant Team Managers for both over and under 11's CSC teams.
- the Publicity and Marketing Officer Family Placement Team
- three social workers

Requests to the CPDO have increased but young people have not always been available to participate.

SiLSiP have been requested to prepare some generic questions to be used in interviews if a young person is not available to be on the panel and will undertake this work in February half term.

A review of the Participation in Recruitment Guidance was undertaken in February 2017 by the Participation Operational Group. .

#### 2.10 Staff - Impact

The level of participation by young people in recruitment has increased in 2016/17 however further work is needed to address the barriers to participation. Currently the times of interviews do not support the participation of young people as most take place during the school/work day. This is to be addressed when POG review guidance in February 2017.

#### 2.11 Skills and Knowledge - Activity

#### 2.11.1 Take over day

The Children's Commissioner's Takeover Day is a national event where organisations all across England invite children into the organisation to "takeover" roles and be involved in decision making. It promotes Article 12 of the UNCRC, which says all children should have a say in matters that affect them. Bracknell Forest Council is part of this national event and Youth Services invites young people in to Take Over. This is an opportunity for young people to take part in a high profile participation event alongside their peers.

#### 2.11.2 Do You Know Training

See 2.1.6. Five young people delivered Do You Know Training including one new trainer. Two further young people have attended to observe a session with a view to training

#### 2.11.3 Participation engagement activities for Looked After Children.

During 2016/17 eighteen young people have attended a SiLSiP meeting, with nine regular attenders. Twenty four young people took part in a summer activity including thirteen who attended a residential trip. This included one care leaver who volunteered as a helper.

#### 2.11.4 Summer Residential

A multi professional team consisting of the Participation Officer, Youth Worker, Education Support Officer and Family Placement Family Worker planned and staffed a three day residential trip for two groups of looked after young people in August 2016. The Juniors group was aged 11-12 years and Senior group 13years +. Thirteen young people participated, 5 on the junior and 8 in the senior group. A care leaver also attended as a young volunteer.

#### 2.12 Skills and Knowledge - Impact

#### 2.12.1 Take Over Day

On 19<sup>th</sup> November 2016 twenty young people from Bracknell Forest, five of whom were looked after, took part in Takeover Day. They shadowed Councillors and Senior managers across the Council Feedback from take over day is found in Appendix 8

#### 2.12.2 Do You Know Training

Feedback from participants in Do You Know Training is found in Appendix 2

Staff who have undertaken the training were asked for their feedback again six months on regarding ongoing impact on practice. See Appendix 9.

#### 2.12.3 Looked After Children Participation Activities and Residential

Feedback from participants on holiday activities and the residential is found in Appendix 5.

Seniors on the residential took an emergency first aid qualification. The juniors did not receive a qualification but all gained new skills around first aid and incident management. The remainder of the programme was around self confidence, team building and life skills. Young people took part in a variety of activities including canoeing, climbing, Jacob's ladder, archery and team building activities such as nightline. Young people were encouraged to try their best and challenged to go higher and try harder on all activities. Life skills were developed in the kitchen where all meals were prepared from scratch, including baking cakes. Each young person also participated in helping with shopping and cleaning. The young volunteer leader's role was to support the younger group. She took full part in group discussions and end of day staff meetings. The experience will support her skills and development in her chosen career in care and serve as motivation for older group members who see a path for them in future summers.

As a follow-up to the residential the youth worker for Duke of Edinburgh Award attended a SiLSiP meeting and a young person has signed up for their Bronze Award.

All these activities are opportunities for young people to experience new environments, people and take on new responsibilities. Feedback from young people demonstrates that they have gained confidence, self esteem as well as practical and social skills from participation.

In February 2016 the Participation Officer supported the Virtual School to accompany three looked after young people on a trip to Oxford University. The trip was for young people who may wish to go on to higher education at some point in the future. There was an opportunity to look around Brasenose College, find out about university life and visit the university museum. A similar trip was organised to Oxford Brookes University in February 2017 with five young people registered to attend.

## 2.13 Style of Leadership - Activity

#### 2.13.1 Meetings between Senior Managers, SiLSiP and Members

Representatives from SiLSiP meet with the Director of Children Young People and Learning, the Chief Officer and the Lead Member for Children Young People and Learning quarterly. In 2016 the Terms of Reference for this meeting was amended to ensure the young people

chaired the meeting and managed the agenda. See appendix 6. SiLSiP also invited the Chair of Corporate Advisory Panel (CPAP) to attend this meeting.

SiLSiP also attend CPAP once a year to state their views and feedback on service delivery.

#### 2.13.2 Commitment from CPAP, other Members and Senior Managers

Corporate Parenting Advisory Panel have also demonstrated a high level of commitment to hearing the voice of young people and representing them to the wider Council.

- The Chair has personally been invited to attend SiLSiP's quarterly meetings with Senior Managers
- All members have committed to attend Do You Know Training.
- Lead councillor, Paul Bettison, attended Do You Know Training this year
- The Director for CYPL visited young people for lunch during the summer residential.
- The Chief Executive attended a SiLSiP meeting to learn more about its role and function and to be interviewed by members for an article in the SiLSiP news letter.

#### 2.13.3 Attendance at the Looked After Children achievement awards

Four members of CPAP plus the lead member for Children Young People and Learning, the Director of Children Young People and Learning, the Chief Officer for CSC and the Service Manager for Looked After Children attended the LAC Achievement awards to celebrate the young people, as did the Chief Executive and a number of other Councillors.

# 2.13.4 Recruitment of Care Experienced Person to sit on Corporate Parenting Advisory Board.

CPAP have requested that a Care Experienced person be recruited to sit on CPAP.

#### 2.14 Style of Leadership - Impact

Key managers and leaders, with enough seniority and commitment to implement change, and with clearly identified responsibilities, are acting as champions for the active involvement of children and young people.

#### 3 Plans for the Future.

The work plan for 2017/18 will be developed and monitored by the Participation Operational Group

#### 3.1 Values

# 3.1.1 Review Participation provision in IFA and Residential Provider Contracts

Compare the provision of participation opportunities for young people placed out of area and with IFAs or in Residential units, against in house provision, with a view to emphasising the importance of commitment to participation from Independent Foster agencies and residential placements through our contracts with them.

#### 3.1.2 Do You Know Training

Audit numbers of CSC staff and Foster Carers who have participated in the training and target those who have not in 2017/18 sessions.

#### 3.2 Strategies

#### 3.2.1 Review Participation Strategies

The departmental strategy, which was adopted in 2013, is due for review.

The Children's Social care Participation Strategy was reviewed and updated in 2016 however it should also be linked to the review of the departmental strategy to ensure they remain congruent.

Further development is needed to include Participation practice standards against which progress can be measured.

#### 3.3 Structures

#### 3.3.1 Advocacy

Advocacy for all Policy to be adopted for Children's Social care and new contract arrangements for advocacy provision be agreed.

#### 3.3.2 Bracknell Big Ballot

Increase participation in the Bracknell Big Ballot Event for Looked After Children giving it similar status and expectation of attendance as the LAC achievement awards. Promote uptake of postal vote for those who cannot attend the ballot.

#### 3.3.3 BOOM

Goals for 2017:

- Attendees to be supported with the running of the group, i.e. creating an agenda, making the newsletter.
- Attendees to develop one tool that can be used by social workers in direct work
- Attendees to co-produce the Approaching Adulthood leaflet
- Growth of the group to gain views from a wide range of children/young people

#### 3.4 Systems

#### 3.4.1 Technology

Explore options for use of technology (e.g. skype and video conferencing) to remain in regular contact with young people placed out of the area. This is particularly in reference to attending the children in care council and participating in meetings with senior managers, so that young people placed out of area can meaningfully influence service development and planning.

#### 3.4.2 Develop Participation Cue Card

A series of cue cards has been developed for CSC staff, outlining and highlighting key points of policy and practice. The benefit of a Participation Cue Card has been established and it is in the work programme.

#### 3.5 Staff

#### 3.5.1 Young People's Involvement in Recruitment Guidance

Review the current guidance with representatives from HR and CYPL service managers to establish how the barriers to young people's participation can be overcome.

#### 3.6 Skills and Knowledge

#### 3.6.1 Do You Know Training

Continue to provide "Do You Know" training sessions throughout 2017/18 and recruit and train new trainers.

#### 3.7 Style of Leadership

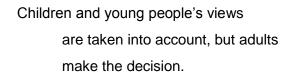
Increase the role of the Participation Operational Group in developing and monitoring the Participation work program

## 4 Appendices.

#### 4.1 Appendix 1 Continuum of Participation (Adapted from Hart, Wade et al)

2

4



Children and young people share power and responsibility for decision making.

Adults make decisions and tell children and young people.

Children & young people are involved in decision making and views are discussed together, but adults retain ultimate responsibility.

3

Children & young people make autonomous decisions but adults are available for support and guidance.

5

1

Arnstein (1969) described many different types or levels of engagement. The model which is often represented by rungs of a ladder has been adapted by Hart (1989) and Wade et al (2001) for use and children and young people. It ranges from manipulation of children and young people by adults through to children and young people having full responsibility, with adults only available if their support is needed or sought. In essence it describes a sequential climb up the ladder whereby children and young people are accorded (or take!) more power and responsibility. The model proposed for Bracknell is based on this, but has been redesigned as a line or continuum.

## 4.2 Appendix 2 Do You Know Training Feedback

"I am inspired by your honestly, openness of self and strength. I thought I had an idea, but I did not know. I am leaving with a better understanding. Thank you for sharing and giving me insight."

"Listen to young people and be aware of how they may be feeling in meetings/meeting a social worker for the first time."

"Thank you for teaching me about how you feel sometimes and I hope it will make me a better worker."

What will you take away from the training?

"A better understanding of how looked after children feel."

"To really listen, rather than just asking."

"Take time to listen to what the child has to say."

"Listen, be honest, be patient, care."

#### 4.3 Appendix 3 Pledge

http://boris.bracknell-forest.gov.uk/the-pledge.pdf

4.4 Appendix 4 Bracknell Forest Children in Care Council (SiLSiP) Annual Participation Cycle

#### **April -May**

SiLSiP/Pledge Event for Looked after children to identify main issues/themes

#### **January - March**

Outstanding issues to inform planning for SiLSiP Event/ SiLSiP meet with SMT

#### **December**

SiLSiP report to CPAP/Make reccomendations/What is working /what is not

#### September/November

SiLSiP present at LAC Awards/check what difference have actions made with yp via questionnaire/phone interviews

#### August

SilSiP to prepare Newsletter for Awards / SMT implementation/communication with teams on issues

#### May

SiLSiP Newsletter to communicate themes to yp/ SiLSiP begin work on themes

#### June

SiLSiP meet Senior Management Team and make reccommendations - This is what we want

#### July

Negotiation between
SiLSiP & Senior Managerment
Team on actions

#### July/August

Yp feedback to SiLSiP on agreed actions

#### 4.5 Appendix 5 Feedback on Participation activity

#### 4.5.1 Participation in summer activities

#### **London Trip**

"I liked going to see all the animals and seeing the stringrays and different fish. We also saw Big Ben, London Eye and we went to see the art gallery"

"We got to see the Tower of London."

"I like all the street performers, they were interacting and singing with us."

#### **Go Karting**

"Sick, can't wait to do it again."

"Amazing experience"

#### **Ready Steady Cook**

"I enjoyed it my team won".

"I really love it because I was independent making the pudding and learnt new skills" "Everyone complimented the food.2

"I learnt new skills and got to make a cake, I felt like Mary Berry."

#### **Film Night**

"I liked the film night, I got to watch my favourite film."

#### **Kooth Workshop**

The workshop helped with confidence and thinking about what you can say when people ask you awkward questions about your situation.

#### 4.5.1 Participation Residential

What did young people say?

- I enjoyed the abseiling because I conquered my fear
- My fear of small boats was pushed get into the boat and sailed as far as I could
- I enjoyed the Jacobs ladder the most because we had to work as a team and it was a challenging task because the leaders were wobbling the ladder
- (young persons name) helped me on the Jacobs ladder by giving me advice on how to get up and shouting my name and making me feel good and happy!!!
- I learned first aid work as well because it helped me what I should be doing if I'm in accident happen
- The thing that I enjoyed the most was abseiling because it was scary and pushed me
- The thing I enjoyed the most canoeing because it required us to work in teams and communicate, even though I fell out
- My best bit was the rock climbing I came over my fear of heights and I just got on with it
- I enjoyed the baking about my cakes and pizza dough

# 4.6 Appendix 6 Terms of Reference for SiLSiP Meeting with Senior Managers

Name of Meeting	SiLSiP Meet the Managers				
	(Review and Feedback Meeting)				
Lead Manager	Peter Hodges Head of Service Looked After Children				
Membership of Group	Chair – SiLSiP Member Vice Chair - SiLSiP Member Members Nikki Edwards, Director Children Young People and Learning Gareth Barnard, Lead Councillor Children Young People and Learning Lorna Hunt, Chief Officer, Children's Social Care Peter Hodges, Head of Service, Looked After Children Jennie McCracken, Chair of Corporate Parenting Advisory Panel Louise MacLennan, Children's Participation Development Officer Chair, Deputy Chair of SiLSiP and other Members of SiLSiP as appropriate				
Aim / Purpose of Group	<ul> <li>To provide a forum for SiLSiP members to meet with Senior Managers to</li> <li>give their feedback on services for Looked After Children and Care Leavers and make recommendations for service improvements</li> <li>hear about proposals for future service developments.</li> <li>Inform about work SiLSiP is undertaking with members</li> </ul>				
Objectives of group.	<ul> <li>members in order to effect positive change for looked after children in Bracknell Forest.</li> <li>To provide SiLSiP with opportunity to pitch ideas and make "traffic light" challenges to Senior Managers and corporate parents on issues of importance as identified by children in care.</li> <li>To provide opportunity for lead member and for managers to respond and make decisions.</li> <li>To work in partnership to agree actions for SiLSiP and actions for Senior Managers to take on.</li> <li>To identify /allocate resources/funding to support any agreed changes</li> <li>To provide line of communication from SiLSiP and their members to CSC and other relevant parties e.g. foster carers, elected members, via the managers and lead members</li> <li>To provide a line of communication from managers and elected members to looked after children, particularly with regard to issues to be put forward to the Bracknell Ballot event, or other consultation events.</li> </ul>				
Reporting Mechanisms	Participation Annual Report SiLSiP Annual Report				
Relationship of this group to other groups / meetings	SiLSiP newsletter/Bracknell Big Ballot Newsletter  • Say Loud Say it Proud (Bracknell Forest Children in Care Council)				

	<ul> <li>Looked After Children Activity Budget, CSC</li> <li>Participation Operational Group</li> </ul>
Frequency of Meetings	Quarterly
Date ToR agreed:	11 October 2016
Date to be reviewed	October 2017

#### 4.7 Appendix 7 Feedback on Advocacy Provision

"I got a report back afterwards, so they listened to what I said and wrote it down, then remembered it and then said it in the meeting and it got reported back to me what was said and everything, which was good."

"We have our ad (advocate) something like if there is a meeting that were not allowed in she come and writes down all the stuff I want to be said at the meeting. .......when I'm not in the meeting it's like me being in the meeting but not actually being there. Everything I want to be said is said in there."

"Its good to have someone independent saying the children's wishes and feelings, even though sometimes the children are sharing the same information with social workers its good to know that they are saying the same wishes and feelings to an independent person too."

"Because the advocates don't vote at child protection conferences, it helps the parents to see that they are independent of children's social care and that information shared by them comes directly from the children."

"I felt the advocate for (name of yp) at a recent CP conference was very good - very clear and professional. It really added to the conference and the young person's views were very clear".

## 4.8 Take Over Day feedback

"It was amazing to see the regeneration close up and see how our new town will look."

"It's nice that the adults are prepared to have us for a whole day and trust us to help them make decisions."

"I was so nervous at the start, by the end I had a great day."

# 4.9 Appendix 8 Feedback from Participants of "Do you know?" training

"My message to myself was to remember how uncomfortable feels, and being the only one who doesn't know something. As an action I always ensure information is passed on to my team via e-mail so no one misses it or says they didn't hear about it, I also think about how I deliver things to the staff team to ensure clarity and understanding."

"Making sure that each contact I have with a child who is looked after provides something that builds on their self esteem."

"Probably the one change has been in the level of confidence I now have when engaging with our children who are looked after. Earlier this month I attended a foster carers party at Braybrooke where I was happy to speak to the children to learn more about their lives and the challenges/outcomes they had experienced."

"My ONE thing that I do differently now is when I meet a child in care for the first time, prior to my visit, is to 'shut my eyes' take time and remember the game we did and how it made me feel, which was uncomfortable, vulnerable which gives me the time I need to think about how that young person I am going to meet today is feeling."

# **4.10 Participation Operational Group work plan 2016/17**

## Participation Operational Group Work Program 2016-17

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
Promoting participation	Raise awareness amongst teams of participation	Each rep to regularly update individual teams on participation projects/receive ideas from team members and bring to meetings	Reps	Following each POG meeting	<ul> <li>Increased awareness of participation and projects amongst team members</li> </ul>	Regular updates given
Recruitment	Increase involvement of young people in recruitment	<ul> <li>HOS for LAC to promote practice through CSCMT/Managers</li> <li>Recruitment guidelines to reflect our commitment to participation and involving young people in recruitment of staff</li> <li>Check that recruitment information informs candidates that BFC are committed to involving yp in recruitment</li> <li>Consult with SiLSiP on questions that could be used as a part of interviewing if yp are not available for interviews</li> <li>Managers to consider holding</li> </ul>	LM	March 2017	Increased requests from managers for yp on panels     Increase involvement of young people's voices within recruitment process this year	by group
		interviews at alternative times to allow involvement of young people e.g. after schools, holiday times  Consider offering a half day				YP involved in 9 interviews in 2016/17, alternative times

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
		training session to young people				considered where possible  No day training but 1-1 sessions are held with yp taking part in interviews
Consultation with those not looked after	Offer an opportunity for young people not looked after to give their views on services	<ul> <li>Schedule annual consultation with young people</li> <li>POG to suggest themes and support as needed for future consultations</li> </ul>	LM	Summer 2016	<ul> <li>Engagement         with a wider         range of c/yp</li> <li>Views of young         people have         positive impact         on CSC         services</li> </ul>	
Life Skills	Continue to offer opportunities for looked after young people to take part in activities that enable them to meet others in care, share views and experiences and skills development	<ul> <li>Plan and deliver a range of activity opportunities which appeal to a range of young people</li> <li>Offer accreditation opportunities where possible to feed into life skills program</li> </ul>	LM, DB	Summer 2015/2016	<ul> <li>Engagement with a wider range of c/yp</li> <li>Views of young people have positive impact on CSC services</li> </ul>	2016

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
Children with additional needs	Offer a new opportunity for yp share their views on CSC services	Develop a regular group for young people with additional needs which offers a chance to meet other young people who also have a social worker and share views about the service they receive	FL	Quarterly meetings	<ul> <li>Engagement with a wider range of c/yp</li> <li>Positive engagement of young people</li> <li>Views of young people have positive impact on CSC services</li> </ul>	BOOM group established and meetings ongoing
Care Leavers	Widen age group of young people participating	<ul> <li>Re-focus aims of care leavers group with Leaving care service/LAC HOS</li> <li>Develop relationships with care leavers with a view to developing participation projects</li> </ul>	WN	Ongoing	Ideas for service improvement from a wider representation of young people     Positive relationships built with young people	engagement of care leavers through using Whats app /Facebook to communicate

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
Participation Activities	Give young people an opportunity to take part in a high profile participation event	LAC to take part in Takeover Day 2016 with youth service	LM, Darren Berry/You th service	Nov 2016	<ul> <li>Raise the profile of SiLSiP</li> <li>Raise awareness amongst participants of council services</li> <li>Offer young people have a chance to share their views with Senior Managers and Councillors</li> <li>Raise awareness of c/yp participation and positive engagement</li> </ul>	5 young people from SiLSiP involved in the day  Increase links with Youth Council  SiLSiP members matched up with Managers and councillors raising the profile of SiLSiP
Mentoring	Explore mentoring projects that could be offered to looked after children	<ul> <li>Consult with teams, young people, other projects and investigate mentoring programmes</li> <li>Proposal to group on programme for Bracknell</li> </ul>	WN	March 2017	<ul> <li>Proposal presented to Senior Managers</li> <li>Decision made on ongoing work</li> </ul>	Mentoring proposal presented, Participation worker currently recruiting mentors.

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
Advocacy and IVs	Continue to promote young people's voice by promoting Independent Advocacy to workers and young people	<ul> <li>Continue team Induction sessions for staff</li> <li>Plan contract arrangements</li> <li>Continue to offer Advocacy to CIN, CP and LAC</li> </ul>	LM & SR LM & SR LM	Ongoing  April 2017  Ongoing	<ul> <li>Raise staff awareness of services</li> <li>Continue to increase numbers of referrals</li> <li>Consistent service for young people</li> </ul>	5 sessions taken place in 2016 (29 staff participated)  Business case completed for HOS who requested 3 quotes prior going to DMT  Numbers of Advocacy contacts remain consistent
Consultations	Offer young people, who do not attend meetings, opportunity to give their views via an The Bracknell Big Ballot	Organise annual Bracknell Big Ballot event	LM	May 2016	Engagement of wider group of looked after children	Event took place on 4 May 2016  Postal vote offered  Plans underway for 2017

Area	Aim	Actions	Lead Person	Time Scale	Output & Intended Outcome	Outcome
Training	Continue to offer the "Do you know?" training for staff, foster carers and councillors and other partners and receive feedback from participants	<ul> <li>Set dates for 2016-2017</li> <li>Work with FPT to set training as compulsory for foster carers</li> <li>Follow up with previous participants about impact of the training on practice</li> </ul>	LM, EC	March 2017	<ul> <li>Raise the profile of SiLSiP</li> <li>Increased understanding of experience of living in care and receiving service from CSC</li> <li>Positive feedback from participants continued impact on children's services</li> </ul>	5 yp training during the year  4 new dates set for 2017  Receive consistently good feedback from participants and from previous participants on the long term impact.  Information provided to managers on staff/carer attendance

# **4.11 Participation Operational Group Terms of Reference**

#### TERMS OF REFERENCE

Name of Group	Participation Operational Group
Lead Manager	Peter Hodges Head of Service Looked After Children
Membership of Group	Louise MacLennan Children's Participation Development Officer
	Darren Berry Senior Youth Worker YPs Engagement
	Marion Marshall LAC Youth Worker
	CSC Participation leads from each team (Sarah Verity/Julia McKenzie Duty Clare Glennister Over11s Jonny Bradish Under 11s Lilian Dickinson CSST Emma Churchill FPT Nora Dudley LCT)
	Larchwood Rep Sarah LeRoux
	Virtual School Rep Mark Farmer
	IRO Carol Lamkin
	Student Floriane Lander (temporary)
Aim / Purpose of Group	To prioritise and monitor the Participation annual work-plan for CYP&L
Objectives of group.	Receive proposals for participation work and projects (from SiLSiP, Youth Council, Teams and Service areas)
	Prioritise these
	Identify and allocate resources
	Generate agreed annual work-plan
	Support delivery of the plan
	Promote participation and advocacy across department
	<ul> <li>Manage requests for YPs participation in consultation and participation events from other council services and partner agencies.</li> </ul>
Reporting Mechanisms	Participation Annual Report to DMT and CPAP
Relationship of this group to other groups / meetings	Say Loud say it Proud Children in Care Council
	Youth Council
	CSCMT
	Senior Leadership Team (SR&EI)
Resources	Participation Budget

		Looked After Children Activity Budget
		Participation Leads
Frequency Meetings	of	Quarterly
Date agreed:	ToR	
Date to reviewed	be	February 2017