

YOUNG PEOPLE'S PARTICIPATION

To: Corporate Parenting Sub-Committee

Meeting Date: 15 July 2020

From: Sika Smith – Lead Practice Improvement Manager

Electoral division(s): All

Outcome: To keep the Corporate Parenting Sub-Committee informed about the range of consultation events and activities offered by the Participation Service.

Recommendation: To comment or provide feedback on the range of consultation events and activities the Participation Service provide for children in care and care leavers.

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Summary:

- The Participation Team hosted activities over the February half term.
- The team continue to promote the use of the Mind of My Own APP offering individual and group training.
- In response to Covid-19, the participation offer moved to a virtual offer since late March 2020.

1. BACKGROUND

- 1.1 The Corporate Parenting Sub-Committee requested an update on the work of the Participation Service at each of its meetings.

This report covers activity from January to June 2020 as the Sub-Committee meetings in March and May were cancelled due to the impact of the COVID-19 pandemic.

2. MAIN ISSUES

- 2.1 **Update on Involvement of Young People in Corporate Parenting Sub-Committee (CPSC)**

As part of our commitment to strengthen engagement of young people in the CPSC meeting, there have been ongoing discussions between members and officers. There is a real commitment from all to ensure that the voice of children and young people are heard and contribute to discussions and thinking undertaken within the CPSC. We also recognise that there are various barriers in being able to facilitate young people's participation in these meetings which include the formality of the meeting, issues of logistics and issues around it being a public meeting so could compromise young people's confidentiality. Furthermore, feedback from the recent Ofsted focussed visit observed the need to strengthen the feedback loop of what children and young people say, what we do in response, how we feedback to the children and young people and how we evidence the impact. The participation focus is to strengthen the links between the various participation meetings and activities we have with young people, including stronger alignment the agendas and themes from the CPSC with the discussions that take place in Children in Care Council (CiCC).

In this context, a proposal for an alternative mechanism for engagement is set out below for consideration.

We propose the CPSC establish a more informal meeting process with the Children In Care Council (CiCC) membership:

- There will be three meetings per year of the informal meeting with representatives from the CiCC.
- We will work towards the Committee being co-chaired with a young person from the CiCC
- That the format of the meeting will be child friendly to include such features as informal attire; child friendly and jargon free language; informal seating arrangements, for example a round table format with appropriate refreshments.
- The membership will be membership or representative membership of the CPSC and the CiCC and the CiCC members will be supported by officers from the Participation Team.
- The purpose of these informal committee meetings is a two way dialogue for the CiCC to raise questions to the CPSC under the auspices of its role to bring challenge and scrutiny to its corporate parents; and for committee members to speak the CiCC about matters on which they would like the views, wishes and feelings from CiC and CL. This will also inform the work of the CiCC.
- There will be three core themes – Health, Education and Placements, and case studies will be available to address each theme as appropriate.
- In addition, the CiCC will prepare a report for the CPSC formal meeting and the option for a co-opted care experienced member will be maintained. Participation officers will present the CiCC report to the formal meeting.
- The CPSC will provide feedback to the CiCC on the impact of their representations and any actions taken in response to their feedback; challenge and scrutiny.

This proposal is the first tier of a four-tier model of practice, intended to build on existing arrangements, including the learning from re-modelling activity in response to COVID-19, and to diversify the scope to consult with children and young people in a variety of ways. The model offers sustainability and resilience through use of a variety of mechanisms / medium to consult and engage children and young people in participation and co-production in a fluid and responsive manner.

At the heart of the model is a consistent and core approach to strengthen the feedback loop to children and young people and the ability to demonstrate more impact from participation activity, and this will meet the expectations of the Ofsted action plan. The work will be supported by a working group – the Strategic Participation Group - with membership from the SQA/ Participation service and Corporate Parenting Head of Service and Service Managers including the Virtual Schools.

2.2 Tier Two: Universal: Virtual participation activity offered to all children in care (CiC) & care leavers (CL).

- Keeping in touch and interactive news letters;
- Surveys;
- One off Virtual conversations around specific topics; feedback on specific topic questions; new practice documents; service development proposals
- Corporate Parent feedback to children and young people on the actions taken in response to what they have told us.

2.3 Tier Three: Targeted: “Fun” engagement activities where groups of children and young people can get together for an event that also incorporates a participation / consultation activity with key officers including senior managers. Members will be invited to some of these events as is appropriate.

- Seasonal one off events – Linked to key and pertinent celebratory events
- National Care Leaver week;
- Global Children in Care day;
- World / International Children’s day;
- Summer; Spring and Winter holiday events
- CiC annual awards
- Just Us youth group

Participants will be registered and receive feedback and information about the impact of their contributions. Participants may be invited to take part in further work to measure the impact of their feedback over time.

2.4 Tier Four a: Formal structured: CIC Council Targeted activity with a core group of CiCC members typically aged 11/12 years plus.

- A semi-formal model with 8-10 children in care / care leavers as core members.
- The CiCC will meet six times a year (bi-monthly) and will devise an annual work plan; and collated learning / feedback from any other participation work including for example the work by the Young Inspectors etc.
- The CiCC will be supported / administered by the Participation Service. Please see Appendix 2 for draft TOR.
- The CiCCs will undertake projects including such that may require more significant input and development over a period of time.
- The CiCC may create the survey questions for the virtual universal offer and may on occasions act as a conduit for the themes and feedback from other participation activity into feedback and questions for the Corporate Parenting Committee.
- Building on the success of virtual meetings, the CiCC will meet informally on a fortnightly basis with members of the participation service. This may be a mix of virtual and face to face meetings.
- The CiCC will receive feedback as to the impact of all of the work they undertake and will be invited to consider any further steps to measure impact over time where this is appropriate.

Tier Four b: Care Leavers Forum (CLF) – we propose building on the existing Cambridgeshire County Council (CCC) forum to extend to a joint Peterborough City Council/ CCC forum and include a specific focus for Unaccompanied Asylum Seekers

- A semi-formal model with 8-10 Care Leavers as core members.
- The CLF will meet informally on a fortnightly basis and may still include separate drop in offers
- Formal meetings will take place six times a year (bi-monthly)
- The CLF will be supported and administered by the Participation Service.
- The CL Forum will undertake projects including such that may require more significant input and development over a period of time.
- The CLF may create survey questions for the virtual universal offer and may on occasions act as a conduit for the themes and feedback from other Care Leaver participation activity into feedback and questions for the Corporate Parenting Committee via the CiCC.
- The CLF will receive feedback as to the impact of all of the work they undertake and will be invited to consider any further steps to measure impact over time where this is appropriate.
- Terms of Reference to be developed

2.5 Children in Care Council (CICC) Update

Since Mid-March 2020, and the inception of the Covid-19 pandemic government directives for social distancing, all face to face meetings and events have been cancelled for the foreseeable future. We have kept in touch with young people through a number of age related newsletters and have established virtual meetings with care leavers and those young people who have been part of the Children in Care Council. We have facilitated fortnightly virtual children in care council meetings with young people, in small groups of up to four young people. The groups have met on five occasions during this reporting period. The focus of the meetings have been discussions around tiles on The Promise, with consideration of how life has been impacted by COVID-19 and what adults will need to think about / do when supporting young people back into the new 'normal'.

The experiences, views and feedback from the young people is summarised below. Some of the feedback is recorded in the first person.

Support you to achieve your goals and reach your potential, in school and in your hobbies and interests.

Discussion on going back to school, what will that be like for you? How are you coping with school work from home? How will you manage returning to school and restarting out of school clubs and hobbies?

Your message to your Corporate Parents

Themes from Young People's feedback:

1. Each of the young people are managing their daily routines in different ways with some sticking to the school day structure and doing learning activities during the normal school hours whilst others are taking a more flexible approach
2. Individual schools are approaching the setting of work in different ways with some giving work in bigger chunks and others giving smaller bite size chunks
3. Some young people prefer to receive their work in more bite size chunks to help pace themselves, manage their learning and regular opportunities for one to one support from their teachers
4. Some teachers appear to be proactive in contacting their pupils whilst others are available, for example one young person their teacher calls them twice a week to see how they are getting on. But for others it is left to the student to ask for help if needed
5. Some young people just want to get back to school and into their normal routine from the outset when this is possible
6. Others prefer a phased approach so they can ease their way back into the daily school routine
7. Some of you are worried about pressure to catch up on things and that there might be a big rush to do so
8. Some young people might feel really stressed at the thought of going back to school
9. For some young people they feel there could be a tension between the transition back into the academic aspects of school and the social.

Young People's ideas

1. Teachers using video chats or maybe having virtual drop ins would be a good idea
2. Time should be given to introduce the social aspects and some support may be needed in this regard too – starting a new school year group or new school; reconnecting friendship groups etc.
3. There needs to be some personalised planning for each young person around life after COVID is important - and in particular:
 - a. How they will go back to school,
 - b. Identify and work towards bridging any gaps in learning to get back on track to achieve their predicted grades etc;
 - c. Pick up on their existing hobbies as well as any new found interests
 - d. How they will resume their social life and friendships in the community

Contact and Help for you to see important people in your life

Have you still be able to remain in contact with your family member during lockdown?

You said it has been difficult for you because you have been unable to have contact visits. You said it's hard to see your family members on a screen during lockdown knowing you can't see them in person and you don't know how long this is going to continue for.

However, you are happy to engage in video calls with those family members that are important to you. You told us that you have been able to have regular video calls with your family members. One of you shared that they had some recent good news as her request to have phone contact with grandad had been agreed.

How has your alternative virtual contact arrangements been?

You said in most cases of virtual contact meeting, they have gone to plan but unfortunately, sometimes there has been technical difficulties.

You told us that you were happy the virtual contact meetings were a reasonable alternative and you pleased that they are happening more than your previous face-to-face meetings.

Have you supported with arranging contact with your family members?

You said you feel support by both your foster carers and your social workers when arranging contact with family members on the phone or through video call.

Some of you told us that you were in regular contact with your social worker and believes their foster carers and social worker have worked together to arrange the phone calls with their family members.

Some of you told us that you have found the virtual contact meeting a little emotional/distressing with the overwhelming want to have a hug from their mother/siblings but they said they receive great support from their foster carers.

You also told us that you have had regular contact with her social worker via email to confirm when virtual contact is happening.

How do you think you will feel when contact visits in person will be allowed again?

You said you will be excited to see your family members but also nervous about whether you can give them a hug. Because of this confusion, you would prefer that the virtual meetings stay in place until physical contact is permitted.

You all agreed that rather than doing the wrong thing, you would like face-to-face meeting to take place only when the social distancing guidelines have been removed.

You said you were aware of and excited about the new 'bubble' guidelines. You told us about how excited you were as you would be as your cousins would be able to visit.

Some of you talked about understanding about not being close to another student at school and so it would probably be the same for a contact visit. They also talked about being given advice when everyone can stop social distancing.

You said that you were sure that their foster carers would let her know about the rules of contact visits.

What do you want participation work to look like when we can meet face-to-face again

You said meeting once a month would be great.

Some of you told us that school days are sometimes difficult because we do afterschool activities and the days change each term so we can't stick to one certain time and day.

Some of you suggested going for dinner once a month and being part of Children In Care Council sounds good.

You also said that you would like to do more projects like the two day Virtual Reality workshop and the arts award with the Fitzwilliam Museum.

You all agreed that you had so much fun using the VR headsets and that their foster carers had brought some for them to use at home.

Your message to your Corporate Parents:

1. We are managing well with the changes made to their respective contact arrangements.
2. We feel well supported by their social workers and foster carers when arranging contact phone/video calls.
3. Some of us were really happy that they had had even more contact with some family members with virtual contact
4. Some of us feel uninformed about what contact visits in person will look like when the lockdown eases.
5. Some of us are happy about the amount of information that are getting and know that their foster carers will inform them of any rules/changes they need to know about regarding contact visits in person.
6. We are happy about the relaxation of lockdown.
7. We are looking forward to face-to-face meetings with Participation team again.

2.6 The Care Leaver Forum

Since November 2019 we have been supporting two groups of care leavers to meet in either Cambridge city or the Wisbech area. The meetings are taking shape with a steadily growing group of regular participants who are interested to be consulted about their experiences and engage in wider participation and co-production activities. Since April 2020, due to Covid-19, the meetings have now been taking place virtually on a weekly basis.

2.7 Care Leaver Consultation and Feedback

'Passport to Independence'

There have been focused discussions on preparing for independence and the forum has provided comprehensive consultation feedback to the corporate parenting service

on the new 'Passport to Independence' documentation. We await response as to the impact of their feedback.

2.8 Children in Care Placement Sufficiency Strategy

The Care Leaver forum have also worked with the commissioning team to make a contribution to the Sufficiency Strategy to ensure that the voice of young people is reflected. The commission team will use the views and opinions of young people to assist them in their work with providers, social workers and other types of services to make sure that we have the best possible support and places for children in care and care leavers to live.

Care Leaver Forum Feedback on Support for Achieving Independence

Key Messages for Corporate Parents:

The young people told us when they were transitioning from care to independence it could have been made easier if the process was more efficient and they shared some examples from their own experiences:

- Having only had 7 days to prepare and pack, 3- 6 months would have made the process easier
- Not having adequate life skills
- The importance of being mentally stable to be capable of successfully transition to independence
- Not having a way of expressing feelings and experiences in order to resolve problems
- The staff being moved around and recruited without considering your feelings – feeling 'dismissed' when a well-known personal advisor (PA) leaves causes anxiety.
- It felt as though you had no choice of area or type of housing they are moving to.
- Feeling lost and disoriented between ages of 16 and 18 – knowing a move to independent living was due, but not having any of the finer detail until just a few weeks before it happened.
- Feeling unprepared to transition into independence in terms of skills
- The important role of a Personal Advisor
- Lack of knowledge about Pathway Plans

Young People's ideas they feel corporate parents should consider:

1. Crash course in independent living skills, including: money management, prioritising bills, working household appliances, housework and other essential knowledge – taught by someone already known such as a PA, or already heard of, for example a social worker.
2. Course on how to keep a healthy mind and help with understanding how mental illness can progress. Also, a list of local mental health services available to care leavers would help them to know who they can contact if necessary.

3. Greater awareness of and access to optional participation work/ activities, as another route to ensure voice is heard during this process.
4. PAs need to have the right skills to help vulnerable people like us, they need to be kind and empathic
5. Handovers between PAs could be improved.
6. A pathway plan project for care leavers to review and understand it (similar to the project planned with the Independents passport). The care leavers would then be able to offer their feedback to appropriate teams on the pathway plan.

The young people's challenge to their corporate parents:-

1. How can you make sure information provided during the journey to leaving care prevents this from feeling like a disorganised and lonely time?
2. What can you do to ensure enough preparation time for young people in getting ready to move to independence, and to avoid it being rushed?
3. How do you ensure access to individual advocacy, in addition to promoting the Participation service?
4. What can be done to improve choice, and input into/ understanding of decision making about type and location of accommodation?

2.9 Care Leaver Forum Impact

- The young people are using the forum effectively to share their views in a relaxed environment with adults who understand the issues that arise when a young person has been looked after and the challenges that they can face when leaving care.
- The young people are now proactively taking forward topics that are important to them to discuss with key officers of the council and being able to share their views on how they may be able to affect service improvement.

2.10 Lived Experience during the Covid-19 'lock down' – Feedback from the Children in Care Council members and Care Leavers:

During the early stages of lockdown the participation team made contact with a number of foster carers, children and young people (C&YP) to establish how things were going for them.

The prevalent themes from feedback are as follows:

- Most children and young people are coping with lockdown
- Children and young people are missing seeing friends and going to school
- Some placements are struggling with home schooling
- Some of the children and young people are looking forward to going back to school as they have found home schooling boring, however most are engaging well with school work and remaining focused
- Children and young people are enjoying keeping in touch with Participation officers and the Team's virtual newsletters
- Some are enjoying learning new skills and are taking up new interests

- Some children and young people have reported that they are using social media more and others feel they want to do other activities rather than have more screen time
- Children and young people in the same placement are enjoying one another's company and doing things together like writing raps, using tiktok and gaming
- Care leavers have told us that they enjoy keeping in touch with their PA and the participation team virtually and are looking forward to the care leaver cuppa and chat virtual meeting once a week.
- A couple of care leavers reported difficulties getting food delivery slots and the team are helping these young people to access the support that is available to them including food parcels.
- A couple of children in care told us they enjoy getting the newsletter but they didn't want to join in with the virtual CIC meeting as they don't see themselves as being in care as they feel part of their foster family. These children were competition winners for the cake decorating in issue 1.

2.11 Interactive Newsletters

Since the COVID-19 lockdown and suspension of all face to face activities, the Participation Team has joined with the Peterborough Participation Team and have been producing fortnightly newsletters. One for the under 12's, one for teenagers and one for care leavers. The newsletters have included competitions, information regarding help and advice on Covid-19 and emotional well-being, fun things to do such as virtual tours of zoos or museums, links to theatre productions and musicals, online courses and training, as well as quizzes and recipe ideas.

2.12 Children in Care Council (CiCC) and Just Us Group meetings pre Covid-19 'lock down'

A CiCC meeting took place on the 17 February 2020. This coincided with Care Day, on the 14 February, which is a celebration of children and young people with care experience.

The meeting involved a session with a local celebrated artist Xidus Pain, who specialises in delivering Lyric Writing workshops. 6 young people attended including three new members and the group worked with Xidus to produce their own lyrics about being in care, their family and interests. Xidus talked about his work and how he had made a rap to celebrate the Queen's diamond jubilee. The session started with Xidus playing six tracks and asked the group to think about how the music made them feel and what kinds of images it made them think of, and they each shared their thoughts. The group then had time to write phrases or words on a sheet of paper, which he used this to do some "freestyle rap" as well as incorporating some elements of The Promise.

The words that the group wrote on the sheet included:-

"Winding roads; Sun; Countryside; Motorcycle; Voices Matter; Rejection; We all have problems but we are strong enough to overcome them; Cars; Racing: Pumping the ride; Good to do homework"

The young people were then asked to write key things about themselves and life, this was the beginning of the lyrics for the young people's own rap which they went onto record later on in the afternoon. It was agreed with the young people that they would wait to hear their own recording to decide if they wanted to showcase it at the Awards Ceremony in April. We are still exploring with the young people if their recording can be used in training for the children's social care workforce.

Feedback from young people:

*Making our own rap,
everything was good*

*I liked rapping, it was fun
to express myself*

*Everything was good
nothing was bad*

*I liked it and would come
again*

Impact

- The session with Xidus pain supported the group of young people to express themselves and get creative.
- By the end of the day the three young people who had not met any of the group were well integrated and working well together as a group and as individuals, to produce a rap of their own. They also said they would like to stay involved in participation.
- Themes that came out from the discussions held on the day including not having contact arranged with significant people that young people had asked to see, being able to visit the grave of a deceased parent and having purposeful activities to get involved in when a young person isn't able to attend school. All of these issues have been passed to the relevant teams to address and young people have received feedback.

We hosted a Just Us Group over the February half term which was a joint session with colleagues from the 'library presents' team and offered a Samba drumming session. 12 young people came along to this session, 5 of which hadn't been to any events previously. Eight foster carers also joined in with the activity.

Impact

The session provided the Participation Team the opportunity to meet children and young people and promote our events to encourage their involvement. The children and young people enjoyed the session and feedback included:-

- It was good, it would be better with more instruments
- Great event, perfect for 'all'
- Great family activity!
- Drumming rhythm happy
- Happy & Calm!
- Learnt rhythms

- Enjoyed drumming today, great feeling :-)
- Stress relief!
- I really enjoyed drumming today, made me feel happy
- It was good.
- I loved the drums
- I don't have as much rhythm as I thought!
- Alive :-)
- Yes drumming... drumming and I am happy

2.13 Children in Care Council's contribution to the OFSTED ILAC Focussed Inspection February 2020

The team made contact with 15 young people to invite them to meet with the inspectors. Whilst most of the young people were interested, they were unable to get involved due to other commitments which could not be rearranged. On the day we supported two young CiCC members to meet with the lead inspector. They talked positively about their foster carers, the support they were afforded in various areas of their lives, such as education and the plans they have for the future. They were able to talk about some of the activities and meetings that they have attended with the participation team. The Inspectors enjoyed meeting with these two young people and appreciated their time.

As noted elsewhere in this report, we know we need to strengthen how we complete feedback loop and evidence the impact of the work of the CiCC and this includes working with CiCC members to develop a range of means by which they can contribute to future inspections which may also include via skype and telephone calls.

2.14 Networking and embedding participation

We have continued to attend operational based team meetings to share feedback from the children and young people who have engaged in the different activities and events we have hosted, and to share the planned participation activities and how practitioners can support young people getting involved. The bi-monthly strategic participation meeting with key senior managers across children's social care supports the participation communication strategy; proactively considers and promotes co-production opportunities; and aims to increase the number of children and young people engaging in and contributing to the participation strategy. Our next meeting is on the 26 June 2020.

2.15 Staffing

The Participation Team currently has a manager, two participation workers, and some support from a business support assistant. The apprentice who was in post to promote the use of the Mind of My Own APP has now left the team as his apprenticeship came to an end. We had a leaving lunch and we will keep in touch. He plans to continue to attend the Care Leavers Forum and get involved in other co-production opportunities.

2.16 Mind of My Own

The team continues to offer training and support as a team or on a one to one basis to enhance practitioners understanding in how to use the application to capture the voice of the child. The information in Appendix 1 summarises Mind of My Own activity for January to May 2020.

2.17 CONCLUSION

We are committed to promoting and encouraging our children in care and care leavers to access various activity based events as the vehicle through which their voices can be heard, and they can also become involved in activities to influence service improvement and development. We are pleased that there is a continuing increase of new children and young people coming to events and getting involved. We will work at pace to strengthen our feedback loops to children and young people and evidencing the impact of their contributions and work.

3.0 SIGNIFICANT IMPLICATIONS

None identified

3.1 Resource Implications

N/A

3.2 Procurement/Contractual/Council Contract Procedure Rules Implications

N/A

3.3 Statutory, Legal and Risk Implications

N/A

3.4 Equality and Diversity Implications

N/A

3.5 Engagement and Communications Implications

N/A

3.6 Localism and Local Member Involvement

N/A

3.7 Public Health Implications

N/A

Source Documents	Location
None	

Overview of Mind of My Own

Mind of My Own is a web based application which can be accessed via a smartphone, tablet, laptop or desktop computer. The program helps children and young people express themselves and communicate with professionals in their lives making sure they are heard. Both One App and Express are effective direct work tools which can be used by a range of professionals from social workers and teachers to support workers.

The **MOMO One App** is a great way for young people to share their thoughts and send them to those who need to hear from them. The app has a number of options called statements which the young person can choose to use, for example preparing for a meeting, share good news or sort a problem. This version of the app provides prompts in terms of what the young person might want to share, for example: preparing for a meeting there are a number of questions, like who do you want to be there, sit next to or talk about, but there is also room for the young person to expand and provide more of a narrative of their views. The app is available to young people to have their own account or they can access it via their workers account when they have a one to one session. The app is able to assist in guiding or structuring a conversation with a young person. The young person can choose who they want to send their statement to.

The **MOMO Express App** is aimed at younger children or those with additional needs and uses expressive pictures, minimal text and affirming sounds. It has some accessibility features that can be tailored to the needs of the child and it can be used to support education, health or social care planning or review process, including EHC plans. The Express App is designed to be used with a worker.

Mind of My Own Summary

The Participation team continue to offer team training and one to one support. There was a decrease in the use of the APP that coincided with the beginning of the Covid19 pandemic. The service continues to promote the App, including an article in the fortnightly newsletters.

We had 28 young people and 20 workers sign up for a mind of my own account during this period of reporting.

Worker Accounts – 434 Young People Accounts - 159					
	JAN 2020	FEB 2020	MARCH 2020	APRIL 2020	MAY 2020
Number of statements per month from YP and Workers	25	16	12	2	11
MOMO Express Statements per month	9	22	5	0	3

Top 3 subject matters each month MOMO ONE	28% Foster Carer Review 24% Preparation 16% My Well Being	63% Worker Visit 13% Preparation 6% A Problem, Share Good News, Pathway and My Well Being	42% Worker Visit 17% Share Good News 17% My well Being	100% My Well Being	55% My Life 27% Foster Carer Review 9% My Well Being 9% Worker Visit
Top 3 subject matters each month MOMO EXPRESS	26% About Me 21% - My Life, My Education and My Day	31% About Me 23% My Life 18% My Education	50% My Life 33% About Me 17% My Day	No Statements received	67% About Me 33% My Health