



Safeguarding and Quality Assurance

Participation Report

Quarter 2

July – September 2020



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1. Introduction

Participation and engagement with children, young people, families and carers is vital in order to understand the impact our services are having and the outcomes of the work we do. Feedback from service users is an integral part of the continuous improvement cycle, allowing us to gather evidence on our service, analyse feedback, share the learning, implement change and monitor the impact of that change.

This report provides an update since the last quarter and sets out what measures are in place to engage with and hear children and young people's voices in Cambridgeshire and what action we have taken as a result. Activities in the second Quarter of 2020-21 have again been greatly affected by Covid-19, this report includes details of how we have built on our early response and addressed this throughout the summer months and school holidays.

In addition during this period, the corporate parenting sub-committee has agreed a new approach to further strengthen the voice of children and young people in the work of the sub-committee and we report on what this means as well as our approach to ensure the creation of change as a result of feedback from children and young people.

2. Covid-19 Response

During this reporting period the impact of Covid-19 constraints has been modified in several ways: restrictions have begun to ease, for those in education the school holidays have taken place and exam results have been announced, face-to-face socialising has begun again, and children and young people have returned to educational settings at the start of September.

Children, young people and carers have shared that these shifts have led to feelings of anxiety, happiness and uncertainty. In response the participation team has:

- continued its communication by Newsletter with the aim of maintaining an open channel for communication with all children in care and care leavers, whilst also providing useful information and activities
- met weekly virtually with care leavers, and in timing led by the care leavers, held a successful first face-to-face meeting
- held fortnightly informal meetings with the Children in Care Council, and planned a first face-to-face meeting
- built on our virtual delivery experience to launch a group for children placed at a distance out of county
- run the well-received varied 'Summer's Sorted!' online activity programme
- hosted an amazing online Art Exhibition

- run two surveys for children and young people to find out more about their experience of children's services and the participation team offer, during Lockdown

The participation team has continued to collaborate with the Peterborough (PCC) participation team to share experience, expertise, creativity and learning in delivering a shared virtual offer.

3. Children in Care Council

For the purpose of online meetings and to optimise the online experience, we created 'hubs' whereby Children in Care Council (CICC) members meet in smaller groups on a fortnightly basis throughout July and August. During August it became difficult to sustain attendance due to families reacting to recent lockdown restrictions easing and taking their young people on holidays before they were due to start back at school. The children used these groups to talk about their lived experiences under the pandemic as well as structured discussions about specific topics as further detailed below under 'New Topics of Discussion'.

This quarter has also seen the launch of an 'Out of County' group for children placed out of county at a distance. These children are unable to attend face-to-face activities held in the local area and as a consequence although they could attend our existing CICC groups whilst they are happening online, otherwise they would become excluded when we return to face-to-face. In addition these children and young people have different experiences to discuss specific to their placement at a distance. The group was held jointly with PCC and 10 young people from 6 households joined both participation teams online for 1 hour. We were able to run various virtual activities with the young people and get to know them. All young people involved are happy to hear about participation events and receive the monthly newsletter, and are planning further engagement events and opportunities for these children get involved in participation and co-production activities.

CiCC Feedback and Impact

As presented in the last report, during Quarter 1 the CICC discussed and provided feedback and ideas on home-schooling in lockdown and the return to school, seeing important people during lockdown, and contributed to the development of the Sufficiency Strategy. During Quarter 2 we have received feedback from senior officers for the CICC in response to the issues raised by the young people and below is a summary of the responses:

Home-schooling and the return to school

- Setting out the Virtual School's plans to put in additional support
- How to contact the Virtual School for additional support

- How the Virtual School will use the quality assurance process to ensure children's interests and views are reflected in their PEP
- The Virtual School emailed all designated teachers to share the children and young people's feedback

Seeing important people

- Setting out how the Contact Service are supporting workers to improve virtual contact sessions
- How they are working to bring back face-to-face family time, including expectations of what may be different
- Who children and young people can go to with any concerns

Sufficiency Strategy

The Sufficiency Strategy is being finalised by the Commissioning team and has an estimated date to be completed before the end of the year. The Commissioning team has given an overview of how the young people's contributions have been included within the document, in that their quotes and comments have been linked to relevant sections of the document to be as prominent and meaningful as possible, as well having an introductory statement by the young people.

New Topics of Discussion

During this period the CiCC members focussed on The Promises of - Listen to you and show respect, and Support you to achieve your goals and reach your potential, in school and in your hobbies and interests with specific discussions on participating in the CiCC and returning to school.

Listen to us – Participating in the Children in Care Council

Young People's Feedback Themes:

There are many opportunities to learn in the CiCC, 'I found out I can publish my poems on a site just for children in care and care leavers' Imo offers CIC and CL a virtual platform to express themselves through the use of creative word

It's a good platform for us as children in care to get their views and the views of others across Cambridgeshire, as not everyone wants to share their thoughts or be a representative for others

The CiCC is a nice environment where you can make friends and do fun things

joining in on the activity sessions offered through the 'Summers Sorted' programme and submitting our artwork to the Art Exhibition and then watching it live on YouTube which, really added that 'something special'

Having fun is a big part of being involved with the CiCC and helps to build relationships with others and the Participation Workers

When young people are able to have fun at the CiCC they feel more confident in sharing their views about their care experiences

Young People's Ideas:

Meeting up in person is better than meeting online

Some prefer to meet in the school holidays as it is less stressful and doesn't interfere with school work and other commitments

Young people enjoy being part of their CiCC. They would like information about the CiCC to be more accessible

It's important to have the chance to be on child formed recruitment panels for new staff for the services that support them

Activities CiCC young people would like to do together included bowling, as it can be done on an evening after school and is fun and another Virtual reality session as it was really fun, and could develop the skills learned in the previous VR session.

Supporting us to reach our goals and potential – Returning to school

Feedback Themes:

We are looking forward to returning back to school to see our friends but we are also nervous about the rules in place.

Meeting properly again will be fun, although the virtual meetings have been good too.

Young People's Ideas:

It will take time to get used to going back to school – I'm glad we have people to talk to like our social workers and foster carers.

It's difficult to imagine what our day to day lives will look like.

All of the young people's feedback and ideas is reported to corporate parents in the 'Feedback for Corporate Parents' report as well as a report to the Corporate Parenting Sub- committee for them to consider and respond as part of the feedback loop and continuous improvement and learning cycle.

4. Care Leavers Forum

During this Quarter the virtual group continued to meet on a weekly basis and we have also kept in touch with young people through text and calls, as part of our 'Isolated but not alone' virtual offer, and we have held a first face-to-face session, once the young people were confident to do so in the context of social distancing and keeping Covid safe. The young people reported that the face-to-face session was a positive experience of being out of the house in a socially distant way.

Feedback Loop

As presented in the Quarter 1 report the Care Leavers focussed on discussed moving on to independence, and inputted in to the development of the Care Leaver's Passport. During Quarter 2 we have received feedback for the Care Leavers on:

- How the care leavers team will build the care leavers' responses in to the Care Leaver's Passport
- Ideas to develop regular independence skills workshops, which the care leaver team have invited CLF members to work with them to design
- Ways to communicate with PAs or to contact their manager if required
- Options for involving care leavers getting involved in interviews to recruit new PAs and Social Workers
- Thinking on improving planning for transitions

New Topics of Discussion

This quarter, the care leavers focussed on sharing their experiences and views about The Promise to *Support you as you move into adulthood and continue our relationship with you until you are 25*, looking particularly at mental health support and employment opportunities.

Through the weekly meetings, the group has also played an important part in reducing isolation on supporting the growing friendships of the participants.

Mental health support

Feedback Themes:

Some Care Leavers are lonely and feel they need more support from their PAs. It is not always easy to reach out to their PA

Landlords and Housing Agencies changing arrangements last minute can have an ongoing negative effect

Care leavers need support from familiar relationships to help their wellbeing. Having a likeminded friend is important and the Care Leavers enjoy talking with each other outside of our group sessions

Meeting face to face in September was a nice change from being isolated and the CLs were less anxious than they thought they would be

Some care leavers don't have a strong support network and when they are relied upon by others it adds pressure to deal with other people's issues and takes away time to deal with their own needs. This highlights the importance of having a positive relationship with their PA

Young People's Ideas:

It would be helpful if the PAs made contact more often

Care leavers would like face to face meetings to continue to talk about important matters and invite other services to join them

All of the young people's feedback and ideas is reported to corporate parents in the 'Feedback for Corporate Parents' report as well as a report to the Corporate Parenting Sub- committee for them to consider and respond as part of the feedback loop and continuous improvement and learning cycle.

5. Corporate Parenting Sub-Committee

The corporate parenting sub-committee (CPSC) endorsed the new model for engagement with the CICC at its meeting on 15th July 2020, and work has begun in Quarter 2 to plan for the start-up of the new informal CPSC meetings, whereby a smaller group of members and senior officers will meet with CiCC members. The vision is for these meetings to be co-chaired with young people with young people being active participants in the sharing of information and the scrutiny and challenge of the efficacy of corporate parenting in Cambridgeshire. The first of these meetings under the new format takes place on 18th November 2020.

6. Engagement Activities

Newsletters

During the Quarter the frequency of our Keeping in Touch Newsletters has been reduced from fortnightly to monthly in response to survey feedback from young people. We were pleased with the results of the Newsletter Survey which indicated that respondents valued the newsletters, particularly in the care leaver age group. Survey results suggest that the content has been well balanced, with the best remembered topic being 'helpful information'.

We continued to run a competition in each Newsletter with a prize of a gift voucher awarded to the winner. Here are some of the winning submissions:

I find that a mix of pink and yellow make me happy so I have included a picture of pink and yellow sweets. (They also make me happy because they're sweets!)



What I am like is a mirror, because I act differently depending who I am with, just like a mirror looks different depending on who's standing in front of it. Also, if I think something about someone, I'm not afraid to tell them A mirror is like that because it shows exactly what you look like, and doesn't pretend that you're any prettier or uglier than what you are.



Summer's Sorted! Online Activity Programme

Due to the Covid-19 restrictions we have not been able to provide a Summer family event. However, a joint CCC/ PCC virtual online Summer programme (please see programme below) was developed to maintain and build new relationships with children in care and care leavers, and to introduce more young people to the Teams.



For all Children in Care

All workshops via Zoom

SCAVENGER HUNT Tuesday 4 th August @2pm Age: under 12s 	XIDUS PAIN Lyric Writing Workshop Wednesday 5 th August @2pm. Age: 12 and over 	MAGIC AT HOME Ft. Dave The Clown Thursday 6 th August @2pm. Age: All ages 
THE BIG QUIZ Tuesday 11 th August @2pm Age: 12 and over 	RAINBOW ART WORKSHOP Wednesday 12 th August @2pm Age: under 12s 	LETS GET MOVING Thursday 13 th August @2pm Age: All ages 
VLOGGING WORKSHOP Tuesday 18 th August @2pm Age: 12 and over 	POETRY WORKSHOP Wednesday 19 th August @2pm Age: 10 and over 	CARD DESIGN WORKSHOP Thursday 20 th August @2pm Age: All ages 
XIDUS PAIN Lyric Writing Workshop Tuesday 25 th August @2pm. Age: under 12s 	OWN YOUR STORY Ft. Sophia (Care Leaver) Wednesday 26 th August @2pm. Age: 12 and over 	SIGN LANGUAGE WORKSHOP Thursday 27 th August @2pm Age: All ages 

Other virtual activities you might be interested in - all available until 31st August!

Just Sing!
 For all ages, by Cambridgeshire Music


Discover Arts Award!
 Age: 5-19, by The Library Presents In Your House


Summer Carnival at Home!
 For all ages, by The Library Presents In Your House


For more information or to register your place on a workshop, please email us at ciccouncil@peterborough.gov.uk or csc.participation@cambridgeshire.gov.uk




Running a varied programme, we engaged 12 children and young people, including 9 who have participated in our activities in the past, and 3 with whom this was our first engagement. Comments from participants included:

The scavenger hunt was really fun I have scored it a 5 out of 5

The dance workshop was really interesting we learnt some yoga stretches and a dance from the Hindi culture.

Art Exhibition

To offer an exciting celebratory event for the end of the Summer period an online Art Exhibition was jointly hosted by the CCC and PCC Participation Teams.

VIRTUAL ART EXHIBITION
Covid Creativity!

Prizes will be awarded!

Your artwork here!

Showcase your art creations made during lockdown in a special virtual art exhibition

WEDNESDAY 2ND SEPTEMBER 2020

Send your entries* by **Monday 24th August** to: ciccouncil@peterborough.gov.uk or csc.participation@cambridgeshire.gov.uk

* All art including drawings, paintings, digital art, photographs, collages, modelling clay, sculptures, etc. welcome. Please include your name, age and a short description of your artwork.

PETERBOROUGH CITY COUNCIL
Cambridgeshire County Council

The event received 56 submissions from 32 children and young people, including drawings, paintings, electronic art and written pieces. The exhibition is available at <https://www.youtube.com/watch?v=aC4bhTlg4ls> and has now had over 270 views.

Please see appendix one for our post launch poster with some of the feedback received... you can see the real impact some of the art work had!!

Young people who saw their artwork displayed on YouTube said:

It made me feel special, having my artwork displayed like that.

I didn't know what to submit at first but then I remembered I am good at drawing self-portraits so that's what I did also I, enjoyed reading the comments we received.

October Half Term Action & Zoom into Half Term

Bringing together

- the success of the online 'Summer Sorted' programme,
- feedback from the CICC that they want to take part in face-to-face activities and suggestions of the activities they would like to have,

- feedback from carers that some children do not enjoy online activities, and
- learning from the July 'out of county' launch event,

a programme of Covid safe face-to-face activities for children within the Cambridgeshire area, and online events for children out of county at a distance has been developed and advertised in September. Bookings for the face-to-face activities reflect strong confidence from our carers that the events will be valuable and safe for their young people.

'Isolated but Not Alone' and One to One Communications

During the Quarter the participation team have continued the process of engaging one to one with carers and young people who have been referred to the team by colleagues across children's services. For all age groups this involves making initial contact to tell them about the opportunities to get involved and help to continuously improve services and the care for children in care.

There has been ongoing contact with care leavers which can also include communications from young people turning to the participation officers for support, and involves signposting and supporting the young people to engage directly with their PA or other relevant services. Whilst this is not intended to be an element of our work it does reflect the positive relationships which the team develops with the care leavers.

Children and Young People's Surveys

Two surveys were carried out during June with results reported in this Quarter.

'How are we doing?' Survey for all children with a Social Worker involvement

This survey was to understand the impact of Covid-19 whether the support offered was felt to be sufficient. We had 50 responses from children, young people and care leavers and responses were overwhelmingly positive. Whilst a small number of respondents felt that the service they received did not meet their needs, services were rated highly in terms of communication with social workers; information about the virus; and support from schools and health overall. Arrangements for involvement in planning / meetings was not as strong overall.

We are always in touch and anytime we need to talk just send a text to book a time slot and we can talk by seeing each other on WhatsApp

I have had a few health concerns and they were sorted within the minutes I had realised my concerns

I like talking to my social worker via video calls

School have been very good with contact and offer us lots of advice and support during this time

I can text my PA whenever I want therefore I don't need to see her every time

Participation Newsletter Survey

This survey was for all children in care and care leavers, and aimed to find out whether the changes to the Participation Newsletter made in response to the Lockdown were meeting young people's needs. The Newsletter received an overall positive response. It appears to have reached more children in the 12 to 17 age group, but over 18s seem to be valuing it the most with the highest numbers from this age group responding to the survey, reading the newsletter more than once, and providing all of the suggestions on content.

Survey results suggest that the content has been well balanced, with the best remembered topic being 'helpful information'.

This analysis of both surveys has been shared at all levels within the organisation, and the rich feedback we have received will inform future decision making and associated action/service plans, the impact of which will be reported in Quarter 3 report.

7. Cross-Service Working

Strategic Participation Meetings took place in July and September with key senior managers across children's social care, to support the participation communication strategy and increase the number of children and young people engaging in and contributing to the participation strategy.

This is further strengthening links and ideas, including reviewing how to get the most impact from the feedback received from young people during the preceding month.

The team have continued to network with colleagues across the service, joining virtual team meetings, and working with identified Participation Champions.

8. Mind Of My Own

The team continues to promote the APP with practitioners across the service supporting them to register for and use a Mind of My Own account and we offer one to one or team training to enhance understanding in using the APP. However due to Covid19 there have been limitations to what we have been able to offer.

The information in Appendix 2 summarises Mind of My Own activity for July to August 2020.

9. Conclusion

The second Quarter of 2020-21 had a dual focus of establishing our improved delivery model, whilst responding to continuing uncertainty and change brought about by the Coronavirus pandemic.

We now have significant experience of delivering work with young people remotely, and we are developing approaches to working face to face within the limitations

necessary to provide a Covid Safe environment. As such we feel confident and excited to go forward providing our important service in a positive, engaging and meaningful way to enable children and young people's authentic voices to influence service improvements.

Appendix 1

Art Exhibition

Post-launch poster



Comments and Feedback

That was outstanding so many talented young people, well done everyone. Thank you for sharing your art work. Linda

This brightened up my day considerably, thank you to all involved. Gillian.

Firstly, what talent on display I was really impressed with the art work and the poems. The "Thought Provoking Mirror" was exactly that and made me consider how we view ourselves and how others see us and how sometimes that can be difficult to navigate. The "Power of Ignorance" moved me and made me reflect on how we judge and assume and how important it is to listen to understand. I loved the picture of the elephants (my favourite animal) difficult to capture their size and bulk but the artist smashed it, the colourful lion was stunning and the "Rumble in the Origami Jungle" was fabulous. I thought the crochet blanket was beautiful and the painting of springtime made me smile. Like the artist who drew their favourite foods I love a hot chocolate on a cold day. Jenny.

*Incredible - such amazing art work,
well done to all that entered! Amanda*

*Such amazing artwork! Well done to all the
artists! Shalina*

*It's well worth re-watching just to pause and
appreciate the detail in the artwork. well done to
all of the artists!! Robin*

*Fabulous and thought-provoking artwork and
poetry. Well done to all involved. Truly
inspirational. Thank you. Tracy*

*It was fantastic to see all the artwork of the
children and young people and brought home a
little bit of their experiences over the last few
months. I think we all found it really uplifting,
and I can see just how much work you have all
put into making it look so professional - I was
reminded of the gallery in Take Hart!! Nicola*

*Such a great variety of art forms. Amazing work!
Jack*

*This is absolutely beautiful, really uplifting and
inspiring. Well done! Sika*

Appendix 2

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.

170 Young people have their own Mind of My Own account and **437** workers with an account.

	JULY 2020	AUGUST 2020	SEPTEMBER 2020
New account sign ups each month	Workers - 3 Young People - 2	Workers - 0 Young People - 2	Workers - 0 Young People - 1
Number of One Statements per month	12	1	7
MOMO Express Statements per month	2	6	7
Top 3 subject matters each month MOMO ONE	33% Worker Visit 25% Foster Care Review 17% Conference/ My Life	100% My Wellbeing	57% Foster Care Review 14% My Life 29% My Wellbeing
Top 3 subject matters each month MOMO EXPRESS	50% About Me 50% My Day	50% About Me 33% My Education 8% My Health/ My Life	27% My Day 27% About Me 18% My Education/ My Life

Here is a summary in bar graphs and pie chart giving an overview of how children are feeling about where they live, what's going well for them and what's isn't so good for them and in which areas of their lives this is presenting.



