

Information to support the indicator ‘Feedback from families and evaluation provides evidence of a positive impact’

Voice of the Child

- 1) Leics - Children’s Rights Service
- 2) Leics - Evidence of children and families voice influencing service developments

Children’s Rights Service: Child Protection - Summary of views/themes Q1 2017/2018

Views on the child protection process: Qualitative

What’s good?

“The social workers listen and they help me. They’re very supportive and [staff names] are always there if I need to talk to them. They’ve explained it really well and I know why’re they’re involved and everything.” Female, 15

“It’s kind of helped and kind of not. I might get into a school quicker. They’re doing their job, but it feels like they’re getting in my way. I don’t want them involved, but what’s got to be done’s got to be done.” Male, 15

Don’t know

“Some of the CPP helped. Some of it didn’t. Some people have listened to me, some haven’t.” Female, 15

“We don’t need them, we’re doing alright, but it might do us some good.” Male, 11

“I feel safe, but I’m worried about everything.” Female, 12

What’s not so good?

“I feel like they are listening, but they’re not taking it all in. But I don’t think anyone takes me seriously.” Male, 15

“because they don’t do anything I say and don’t listen. They take my words and change them and don’t see I’m getting better or everything is getting better.” Female, 13

“They don’t act on what I say. I really wanted to come off child protection and they wouldn’t let me. The CPP didn’t help anything, it was just pointless.” Male, 12

“I feel better it’s over. It would be better if social workers weren’t so boring. When N starts talking he goes on and on forever.” Male, 12

Evidence of children and families voice influencing service developments

UK Youth Parliament:

- In April the three Members of Youth Parliament attended the UK Youth Parliament Leadership Residential in Kent and took part in workshops and a simulation of planning a campaign.
- In June the first British Youth Council Convention took place in Leicester and was attended by the Members of Youth Parliament and CYCLE members. During the day the young people watched a presentation and took part in a consultation by one of the BYC Trustees on changing the Council’s terms of reference. MYPs and CYCLE Members attended three workshops during the day on communication, campaigning and the annual Make Your Mark ballot and Jane McCormick – Family Voice Worker – helped facilitate the workshops.

CYCLE (County Youth Council Leicestershire):

- There was not a CYCLE meeting in April, but CYCLE members were involved in the Head of Service Interviews for Children and Families Service. They set a task for the interviewees to do during the day and gave feedback on what was presented to them later in the day.
- At the May CYCLE meeting Ashley Holland from LCC Dept. of Environment and Transport attended to answer question members had got about different aspects of transport in the county. Also at the meeting members played the S.O.P.H.I.E Game, again to raise awareness of hate crime, this was facilitated by three members previously been trained to play the game, so that members can play the game in their schools and groups. Following this training two members of CYCLE visited the Hinckley SEND Group ‘Tangled’ to raise awareness of hate crime.
- The Don’t Hate Educate Sub Group meetings took place in May and June – planning is in progress for a symposium on October 13th 2017, the focus for this year is SEND.
- There was no CYCLE meeting in June as members attended the British Youth Council Convention – please see above.

Family Voice and EH Support Services:

- There were three Pop Ups this quarter. In April there were two, the first a voice Pop Up at Castle Donnington and the second was the Early Help Evaluation Pop Up held at Twycross zoo. In June a Young Carers Pop Up event that took place in June at the Space Centre in Leicester.
- The Voice Box project committee met twice this quarter to develop sessions and resources for SEND young people and Teenagers

Feedback from Children and Families about their involvement in SLF

- 'Telephone calls every morning to make sure that I was up to get my daughter ready. My worker got me an alarm clock to help me get up but I don't need it anymore'
- 'I have anxiety and struggled to get out of the house. Just having a worker to come and help me to get her and her children out of the house'
- 'Having my worker was good as I was answerable to not having excuses or reasons for missing appointments or events.'
- 'Hey sorry its late , just thought I'd let you know I have a job!'
- 'Thank you for the confidences you've put in me! All of them groups and coffee mornings help with my confidence and I've only got you to thank for that. Wouldn't be the person I am today if it wasn't for you so thank you so much.'
- 'I am really grateful for everything you did for us. You helped me personally more than you will ever understand. Thank you, you're doing a great job.'
- 'I can't believe the amount of support you've given me, it's been amazing'

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