



Voice of the Child

October 2021 – March 2022

Summary Report

This summary report is the findings and feedback from Children & Young People between October 2021 & March 2022. We seek the voice of the child in our daily work with the children, hearing their voice on their experiences in our assessments, plans and direct work, this is evidenced through individual case work.

However, we also seek feedback from children and young people of their experiences of our services, what we are doing well and areas for focus or improvement. We do this through a variety of mechanisms. This report will capture feedback & experiences from children who are in need of help and protection and children who are looked after and care leavers; **in total we had feedback from 509 children & young people** (an increase from 412 in the previous reporting period) on their experiences of our services across the different mechanisms. Overview of the mechanisms feedback was received:

Children supported through Early Help	109 children through closure feedback & WebStar
Children in Need of Help & Protection	64 children through WebStar and Case File & Mid-Way Audits
Children looked after & Care Leavers	336 children through Audits, Mind of My Own, Targeted Feedback by Care Leavers and Outreach and End of Placement Feedback

Our Key Messages

- Throughout the reporting period we have heard from 509 children & young people on their experiences and the impact of our work with them.
- WebStar continues to be used and evidenced the impact of our work through children supported through Early Help or Children in Need.
- We have developed a new virtual tool called “Have Your Say” this will go live in April 2022 and is a new opportunity for children and young people to share their views.
- We will share the key themes and learning through a Voice of the Child Briefing across our teams and services.
- We have seen an increase in the volume of feedback from children and young people across our services.
- Most children gave positive feedback telling us that they have had opportunities to share their views, wishes and feeling and that children feel listened to – this is a consistent message across our services.
- Feedback demonstrates relationship-based practice in practitioners’ approach – building on our strengths and relationship-based model of practice.
- We will continue to promote and focus the use of WebStar to understand the impact of our services.
- Although the-majority of children and young people share positive experiences; we want to build upon these and that these experiences are for all children & young people.
- Children & Young People do continue to tell us they are not consistently having copies of their plan and/or assessment and this remains a key priority of ensuring this is shared with them.

Children supported through Early Help



109 children & young people gave us feedback on our Early Help Family Support Service, this is the Worcestershire Children First Early Help offer; this was through feedback at closure and Worcestershire WebStar.

What is the impact of our services?

Worcestershire Webstar is a tool used with children & young people; this tool helps us understand their progress but also the impact of our interventions. This directly links to our vision, mission, and values for children in Worcestershire to be happy, healthy & safe. In this period **44 children & young people completed mid/final scores**, this told us...

- 52% said they felt happier
- 32% said they felt safer
- 45% said they felt healthier

How do children experience our work with them?

37 children, aged 5-12, gave us feedback, they told us **92% felt listened to** – an increase from 89%. **100% felt their wishes and feelings were heard** and **86% felt they understood their plan** and increase from 75%.

28 young people, aged 13-18, gave us their feedback, **100% felt the family support worker gave them opportunities to share their views and opinions & felt listened to** – this is consistent feedback from the previous set of feedback. **93% felt included in their assessment and/or plan**, this is a reduction of 3% from the previous report and **89% felt the Early Help service made a positive difference to their family**.

Overall, the feedback from the previous 6 months has sustained or improved, there is 1 area where we see a small reduction of young people not feeling included of 3% and this is a focus to ensure we sustain our positive work in this area.

“He helped with my anxiety and other problems”

“She made easier talking about feelings at home”

“You’ve helped mum, you gave us chores to do which if it helps mum, it helps me too”

“Talked to mum and dad about me having a phone safely, now I have one and I know how to use it safely and what the rules are for me having a phone”

“Julie has helped my mum, and helped Mum and Dad set rules so I can start going out again”

“I felt listened to. She gave me some good ideas. I liked the breathing exercises”

Children in Need of Help & Protection

What is the impact of our services?

Worcestershire Webstar is a tool used with children & young people; this tool helps us understand their progress but also the impact of our interventions. This directly links to our vision, mission, and values for children in Worcestershire to be happy, healthy & safe. Across the year **52 children & young people completed mid/final scores**, this told us...

- 54% said they felt happier
- 37% said they felt safer
- 46% said they felt healthier

How do children experience our work with them?

Across audits **12 children** gave us feedback on their experiences.

91% felt their worker gave them opportunities to share their views and opinions, this is an increase from 86%. 92% of young people felt listened, 78% felt included in their plan, 89% felt the Social Worker spoke to all the right people in their plan, 75% felt it was the right plan for them and **89% felt the work had made a positive difference to them and their family.**

There has been a targeted piece of work on young people’s experiences of feeling safe and exploitation and the launch of GET THERE.

“They have been really nice to me, and they helped me. They helped me with my family”

“She is kind, speaks to us one by one”

“She was really nice, and I liked speaking to her”

“She listens to me. I really like her”

“I just want to say thank you for everything you’ve done for me and how much you’ve helped me. I don’t think i will ever find anyone that has helped me as much as you have. Even in my darkest days I would still want to see you as I know you can help me. I appreciate everything you’ve done for me, and you will be missed so much by both me mum and my sister. I did have a little cry when you left today as i really do appreciate you so much”



Looked after Children & Young People

How do children experience our work with them?

In audits **42 children** gave us feedback, 98% of children & young people who gave us feedback **told us that they felt safe where they live**, 90% were happy with how their CLA Review was chaired by their IRO, 80% felt listened to and 94% understood the role of the IRO.

The IRO Service undertook a targeted feedback survey with young people, **132 gave us their feedback**, they told us 97% said review meetings recognised what was going well for them, 85% said they had opportunities to speak to their IRO before their review, the-majority of children who said they did not, said they had the opportunity but chose not to speak to their IRO. 85% felt they understood the role of the IRO and 76% understood their plan. There are strengths and the-majority of children and young people gave positive feedback – however there is more work to ensure this is the experience for all children.

Mind of My Own is a digital app which support's children to contact their Social Worker or Independent Reviewing Officer; this also helps children share their views. Across this period, we received **28 'statements'**, most children used the app to share views for their Foster Carers Review.

How do children & young people experience placements?

Following the end of placements, IROs contact children and young people to seek their views on their experience of the previous placement, across the period **30 children and young people** gave us feedback.

77% told us that they were able to visit the new placement before the moved – this is an improvement from 55%, some children who did not have this opportunity were linked to urgent/emergency placements – the learning is being creative on how we create these opportunities, such as through photos, calls & virtual visits – this is similar learning from the previous report.

80% reported to being happy in placement, 79% reported they were supported with their education, 78% reported they were supported to keep in touch with those important to them and 71% reported they were able to share their worries with the carers; we have seen all areas of children's feedback improve in these key areas.

Most children who gave feedback scored highly with 3/5 or above, for some children their experiences are scored lower, and these are areas of focus for us as part of looked after reviews, statutory visits, and PEPs – it is important that we have this focus on our work with children and young people in such placements and set this out clear expectations with Placement Planning Meetings on how such needs are met.

"They listened to that I wanted to not change school & this has stayed the same as I go to Nunnery Wood in Worcester but live in Redditch"

"She listened to me really well and understood what i wanted and helped me get what I want"

"My IRO brought me and my siblings a letter that told me about her role so that I understood. I have kept my letter. My IRO is funny and kind"

"I don't like online meetings, but this is not the reason that I don't attend, I just can't be bothered with it, my foster carers tell me what was discussed "

Experiences of our Care Leavers

The Care Leavers Service has an established a new feedback mechanism to hear about the experiences of young adults they are working with, and this will be reported on in future reports, however, within this reporting period they undertook a **targeted survey with Young Adults working with Personal Advisors, 88 gave their feedback and views.**

92% felt listened to and understood by their PA, 86% felt included in their Pathway Planning, however, 64% said they had received a copy of their plan. 83% said that it was easy to contact their PA.

The feedback received evidence's relationship-based practice for our Care Leavers in respect of feeling listened to and understood, there is some development work to ensure all young adults have copied of their Plan.

Our **Outreach Service** supports looked after young people and care leavers in independent living placements, targeted feedback has been sought on the support they receive, **16 pieces of feedback** were given between October - December. 68% said they felt listened to, 62% the workers were easy to talk to and 81% felt respected by staff.

“Contact me regularly but doesn't overly make contact, feels just right”

“Helped with funding for my flat and helped get me my flat, helped with furniture. But since then, she hasn't been very helpful”

“My workers helped me get into college and I now play football too at college and have made new friends. I also attend the gym often. My workers have helped me with any appointments, and I have a new bike”

“I got my own property, Lisa helped sort this and how to bid and sorted out problems with Platform”



"I don't think I need as many visits as I am getting. I feel 1 face to face and a few phone calls would be fine as I'm often not here but also feel confident in living independently"