

**CHILDREN, FAMILIES & EDUCATION - VULNERABLE
CHILDREN AND PARTNERSHIPS POLICY OVERVIEW
COMMITTEE**

Friday, 18th September, 2009

10.00 am

Swale 3, Sessions House, County Hall, Maidstone





AGENDA

CHILDREN, FAMILIES & EDUCATION - VULNERABLE CHILDREN AND PARTNERSHIPS POLICY OVERVIEW COMMITTEE

Friday, 18 September 2009 at 10.00 am
Swale 3, Sessions House, County Hall,
Maidstone

Ask for: Christine Singh
Telephone:

Tea/coffee will be available before the meeting

Membership

Conservative (11):	Mrs A D Allen (Chairman), Mr A H T Bowles, Mrs P Cole, Mr H Craske, Mr R Frayne, Mr G A Horne MBE, Mr S Manion, Mr M J Northey, Mr K Smith, Mr R Tolputt and Mr C T Wells
Labour (1):	Mrs E Green
Liberal Democrat (1):	Mr M J Vye
Church Representatives (3):	The Reverend N Genders, The Reverend Canon J L Smith and Dr D Wadman
Parent Governor (2):	Mr O Poole and Mr P Myers
Teacher Advisers (6):	Mr T Desmoyers-Davies, Mrs J Huckstep, Miss S Kemsley, Mr R Straker, Mr S Thompson and Mr J Walder

UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

Item No		Timings*
A COMMITTEE BUSINESS		
A1	Substitutes	
A2	Election of Vice Chairman	
A3	Declarations of Interests by Members in items on the Agenda for this meeting	
A4	Dates of Future meetings	

Members are asked to note the meeting dates for the CFE: Vulnerable Children and Partnership POC, 2009/2010 are as follows:-

Friday, 6 November 2009

Friday, 15 January 2010 - *all 3 CFE POCs*

Wednesday, 31 March 2010

Tuesday, 29 June 2010

Thursday, 16 September 2010- *2.00 pm*

Wednesday, 10 November 2010

(All meetings to commence at 10.00 am unless otherwise stated)

B ITEMS FOR CONSIDERATION

- B1 Areas of Focus for Future Meetings
- B2 CFE Participation and Consultation - Annual Report (Pages 1 - 24)
- B3 The Government's Action Plan in response to the Lord Laming Report: the Protection of Children in England: A Progress Report

C SELECT COMMITTEE WORK

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

**All timings are approximate*

Peter Sass
Head of Democratic Services and Local Leadership
(01622) 694002

Thursday, 10 September 2009

Please note that any background documents referred to in the accompanying papers maybe inspected by arrangement with the officer responsible for preparing the relevant report.

By: Anthony Mort, Policy Manager – Customer Care.
Mrs Hohler, Cabinet Member for Children, Families & Education

To: Children, Families and Education Policy Overview Committee
September 18th 2009

Subject: CFE Participation and Consultation – Annual Report to Policy Overview Committee.

Classification: Unrestricted

Summary: The purpose of this report is to update Members with developments regarding participation with children and young people. The report provides the context of participation and consultation and provides a summary of the key activities undertaken by the Children, Families and Education Directorate during 2008/9 and the activities planned for 2009/10.

Introduction

1 (1) The Children, Families and Education Directorate and the Kent Children's Trust are committed to the participation and involvement of children and young people. Involving young people can lead to a number of benefits, not least making services more responsive to the people that use them. It also encourages children and young people to become active citizens, developing confidence and skills that will help them in other settings.

Policy Context

2 (1) The Kent County Council 2010 target 14 states we will "Listen to young people's views and opinions and develop their ideas to improve education and life in Kent".

(2) A key theme of the *Every Child Matters* agenda is to ensure the views of children and young people are heard and acted upon. In this context participation is about not simply taking part or being present but rather having some influence over the decisions and actions affecting them. Participation can be seen at a personal level with children and young people able to influence decisions that affect them as individuals. It can also be considered in the broader context with children and young people as a group having input into, for example, service planning and development.

(3) The U.N Convention on the Rights of the Child – Article 12 states "Children and young people have a right to have a say on all issues that affect them and for these views to be taken seriously."

(4) The Local Government and Public Health Act 2007, which came into force on 1 April 2009, and the “Creating Strong, Safe and Prosperous Communities” Statutory Guidance place a duty on Local Authorities to involve local people – providing greater opportunities for people to be able to influence decision making and to get involved. The Act also provides the legislative framework for the development of Local Involvement Networks. The networks provide local people and groups with a voice in the monitoring and commissioning of health and social care services. The aspiration is to embed a culture of engagement and empowerment.

Participation with Children and Young People in Kent.

3 (1) The Kent Children’s Trust agreed a Participation Framework in 2007 which promotes good practice and a coherent approach to participation across children’s services in the county. It is not expected that all participation will be the same, as children are not a homogenous group. Children with specific needs, for example disabled children, or younger children, might need different methods of participation. Nevertheless it is expected that all groups of children and young people will be engaged and participation and consultation activity will be conducted to a high standard. It is also expected that their views will not just be listened to but also acted on.

(2) An action plan is being produced to further promote participation with children and young people through partnership working. This includes:

- Continuing to provide training and professional development on participation for people who work with children and young people.
- Communicating examples of good participation practice and the outcomes from participation.
- Continuing to ensure that children and young people receive feedback from participation that they have been involved in.
- Producing a policy and protocols regarding involving children and young people in recruitment and selection.
- Ensuring that participation is inclusive and involves children and young people who are “seldom heard”.

(3) All the Local Children Services Partnerships (LCSPs) are being encouraged and supported to establish local forums for involving children and young people and many already have these in place. The children’s organisation ‘Participate by Right’ is assisting by providing local workshops and providing advice on good practice.

(4) Participation with children and young people has helped to:

- Inform the development of strategies and policies.
- Inform planning for services and performance management.
- Identify needs and preferences.
- Provide feedback on services and the support provided for children and young people.
- Influence services and information produced for children and young people.

Participation with Parents and Carers

4 (1) It is also important to involve parents and carers. In Kent, parents and carers have played a key role in developing a Parent Support Strategy and producing a charter for parents. Through this work, the Kent Children's Trust has made a commitment to involve and listen to the views of parents.

(2) Most of the Local Children Services Partnerships have parents' forums in place, providing parents with an opportunity to influence local priorities and services. For example in Ashford, parents advocated strongly for a road safety project to be established and for road safety to be included in local plans.

(3) 'Partnership with Parents', a Parents' Voice Coordinator, and local Family Liaison Officers and Parent Support Advisors have a key role in ensuring the views of parents are considered at a local and school level.

(4) When consulting with parents and carers, there can be a tendency to overlook the views of fathers. An "Engaging Fathers" research project at the Seashells Children and Families Centre in Sheerness highlighted the benefits of positively involving fathers.

Significant Developments in Involvement Activity This Year.

5 (1) Set out below are some of the key consultations that took place in 2008/09 and consultations planned for 09/10.

(2) **Children and Young People of Kent Survey:**

- (i) A key survey conducted in 2008 was the 'Children and Young People of Kent Survey' (2008). This was an extensive survey involving over 45,000 children and young people in the county. The findings of the survey were reported to this committee in November 2008. The survey produced a wealth of data regarding the perceptions of children and young people on the five *Every Child Matters* outcomes and life in Kent. A further survey is planned for Autumn 2009. The findings from the survey have been used at a school, local and county level, providing invaluable data to inform commissioning and service delivery.
- (ii) In March 2009, the research company Ipsos-Mori were commissioned to conduct qualitative focus group research with young people in the county and explore some of the areas of concern raised by the 'Children and Young People of Kent Survey'. This provided an opportunity to cover issues with young people in more depth. With focus groups the research is illustrative rather than statistically valid, providing useful insights into young people's perceptions. This work has informed the Kent Children's Trust annual Every Child Matters Needs Assessment process.

(3) Involvement in the Children and Young People's Plan:

In June/July 2008 young people were consulted on the Children and Young People's Plan. Many of the young people consulted were from a background where they might be considered less likely to be involved in mainstream consultation work and are often perceived as "seldom heard". This included children with a disability, young people from minority backgrounds and young people not in education, employment or training.

(4) KCT Board panels of children, young people and parents:

Panels of young people and parents have been established to act as reference groups for the work of the Kent Children's Trust Board and its Executive group. The panels give a view on key issues being considered by the Trust and act as a sounding board for the Trust. In addition the panels will also have an opportunity to raise their concerns and issues with the Children's Trust.

(5) Kent Children in Care Council:

A further development is the Kent 'Children in Care Council'. This is a recent initiative; an event took place in April 2009 with approximately 40 young people in care who have expressed a desire to help form a Kent Children in Care council. The Council will be the main forum by which children and young people in, and leaving care, in Kent will express their views to Kent's corporate parenting forum. All local Authorities are expected to establish a Children in Care Council in 2009.

(6) Meetings with Kent Youth County Council (KYCC):

The county has a very active Kent Youth County Council which debates issues that are important to young people. Close links are maintained with the KYCC including regular meetings between the Children, Families and Education Senior Management Team and the KYCC Education Group. Earlier this year members of the KYCC assisted with an event for younger children with 60 primary age children attending the first meeting with a view to setting up a council for primary age children.

(7) A list of the consultations conducted with the public in 2008/09 and those planned for 2009/10 are included in Appendices 1 and 2.

Conclusion

6 (1) The Children Families and Education Directorate and the Kent Children's Trust have a proactive approach to participation and consultation with children, young people and parents/carers. This is in line with the *Modernising Government* and the *Every Child Matters* agendas. A range of approaches to participation and consultation are adopted, recognising that children with different needs and of different ages need to participate in different ways and to different degrees. There continues to be a broad range of consultations and they form an integral part of planning, procurement and performance review activity.

(2) This year the directorate aims to further promote participation and consultation activity through the KCT arrangements so that children, young people and parents have some influence over the decisions that affect them. It is intended to ensure the views of children and young people who are perceived as "hard to reach" are also

heard and that the Local Children's Service Partnerships are well equipped to consult with relevant stakeholders in their locality.

Recommendations

7 Members are asked to note this year's developments in involvement and participation activity with children and young people.

Anthony Mort
Policy Manager – Customer Care.
(01622) 696363
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Background Documents: None

Other Useful Information: None

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CONSULTATION WITH THE PUBLIC 2008/2009

APPENDIX 1

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
Parental Satisfaction Survey	August 2008	August 2008	Parent sample whose children have received a service from the educational psychology service	Kent	To ascertain satisfaction levels and to review, modify practice in response. Response rate was 85%. This was lower than expected but the way in which parents were selected changed from nominated to IMPULSE. This allowed the survey to be more inclusive of all groups but resulted in a lower response rate.	Andrew Heather
Child Protection –West Kent Page 7	2008	2008	Service Users	West Kent	Survey of parents/carers whose children have been on the child protection register. If pilot is successful then possibly to extend county wide.	Andrew Hickmott
Survey of children and young people of Kent (NFER survey)	Feb. 2008 April 2008	July 2008	Pupils in Kent Schools/ Colleges	County wide	To obtain views in relation to Every Child Matters (ECM) outcomes and Towards 2010. The results of the survey have been used to inform policy, planning and performance management.	Anthony Mort 01622 696363 anthony.mort@kent.gov.uk
Ipsos-Mori focus groups – Evaluating the Every Child Matters Outcomes	March 2009	April 2009		County wide	Qualitative research to ascertain the views of young people on the themes of ECM and life in Kent. This has been used for a Needs Assessment and a review of the Children and Young People's Plan.	Anthony Mort 01622 696363 anthony.mort@kent.gov.uk
CYPP consultation with young people	Jun/July 2008	August 2008	Groups of "seldom heard" young people.	Kent	The consultations with young people helped to inform the development of the revised Children and Young People's Plan.	Anthony Mort Anthony.mort@kent.gov.uk

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
The WAVE project	2008	2008 (ongoing)	Children, parents, Teachers	Dover	The Wave Early Intervention Project sends out participation and evaluation forms to all children, parents and teachers who use the service.	Christine Judge
Transition to Adulthood Survey of LDD in partnership with KASSD	Jan 2008	Apr 2008	Young adults with learning disability or difficulties.	Kent	The experience of transition for those CYP with LDD moving to KASSD services in 2006/7 to use as a benchmark for T2010 target 55. Survey undertaken, outcome considered and decision made to undertake further survey to widen response base.	Colin Feltham 01622 605729 Michael Thomas-Sam 01622 694843
Family Group Conferencing (FGC) Page 8	2008	Feb. 2009	Children, young people and parents	Newlands/ Newington School Project	Evaluation by Sheffield University looking into the use of FGC model to improve the ECM outcomes for children. Consultation completed and research available on website, Feb 09	Dawn Walsh
Family Group conferencing	2008	ongoing	Service Users	Kent	Children, young people and family members are invited to give feedback via online questionnaire. Where specific developmental work is required, consultation is via Family Members group and Young People's group who have for example designed leaflets and an FGC website. Family members are also active participants in selection and recruitment, service promotion and training.	Dawn Walsh
Disabled children's Service – East Kent	2008	2008	Parents / carers of Disabled children.	East Kent	Consultation with parents regarding the development and provision of services particularly around the "Aiming High" funding.	Doreen Shaw

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
Learner Voice Survey	Jan 08	June 08	Learners	Across County	Satisfaction of learners on 14-16 programme. Views of learners on IAG and Careers Guidance. Positive outcomes.	Hazel Markham (hazel.markham@kent.gov.uk)
Consultation on local Children's Plans: one example is in Swale.	1/3/08-31/7/08	July 2008	30 disadvantaged children and young people	Swale	To consult disadvantaged and vulnerable children and young people in Swale on what will enable them to 'feel in control of their lives'. The information will be used to commission services/provide support	Helen Goody (Helen.goody@kent.gov.uk)
Connexions	8/9/08	1/4/09	Headteachers Young people and their families Key stakeholders	Kent	What services should be commissioned in 2010. This took place and influenced the development of the service specification.	Helen Jones (helen.jones@kent.gov.uk)
Children's Centres (Phase 2 completed, Phase 3 to follow in 08-09)	April 08	On-going	Kent residents	County-wide	Local communities involved in the shaping of services to be offered in children's centres The views of fathers, mothers, children and the community to shape services. This has been via questionnaires, parents forum or parents being part of the advisory board or steering group.	Jackie Smith/Menai Newbould 01622 761050
Rapid Response Family Mediation Service	2008/ 09	On-going	Service Users (Parents/ carers/ CYP)	Tonbridge and Malling/ Tunbridge Wells	Feedback forms are sent to service users/parents/carers to obtain their views about services they receive and how these can be improved for children and young people to prevent family breakdown.	Jane Grogan, Tina Onuchukwu, Stephen Hollands
Unaccompanied Asylum Seeking Young People (UASYP).	01/04/08 30/06/08		U19 UASYP	Kent	Consultation and survey into the views of UASYP with regard to their experience of the Education Assessment Service and subsequent education / training experience.	Jenny Robson 01622 694059

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
Person-centred planning	2008	On-going	Disabled Children	County	Set a pilot scheme to run person-centred planning workshops in respite units	John Meehan
On-line survey on the teaching of religious education	Autumn 2008		Pupils in Kent schools	County wide	To find out pupils' attitudes to religion and the impact of the Kent's Agreed Syllabus for Religious Education. Findings are used to inform support to schools in relation to the teaching of RE and collective worship.	Lynne Miller 01622 694995 lynne.miller@kent.gov.uk
Causeway Project	2008	2008 (on-going)	Parents	Shepway	Involving parents in the development of the Causeway Project.	Mark Thorn
Survey of children with statements in respect of the secondary transition process	March 2008	March 2009	50% of children going through process offered opportunity to participate	Kent	How to improve the statementing process for C&YP.	Partnership with Parents 01622 350640
Survey of 'Partnership With Parents' users.	Sept 2008	March 2009	All users within a 6 month period	Kent	To seek perception of users about the impartiality of the service provision against the minimum standards in the SEN CoP. To inform service developments and to ensure "arms-lengthness" and clarity of the role of the service as one of empowerment	Partnership with Parents 01622 350640
Corporate Parenting Group	April 08		All LAC and Care Leavers	County wide	Two meetings between elected Members and children/young people in care. These events gave the young people an opportunity to discuss with Members their views regarding their experience of being in care	Paul Brightwell 01622 69 4308 paul.brightwell@kent.gov.uk

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
On-line Anti-Bullying Survey	Nov 2008	Jan 2009	Children & Young People	Kent	Specific information about bullying within Kent schools to enable schools and LCSPs to more effectively target resources.	Peter Heckel County Manager, Kent Safe Schools peter.heckel@kent.gov.uk
Journey through care	May/Aug 08 to Nov/Dec 08	Dec 2008	45 young people	County wide	45 young people in care were involved in two residential trips to give their views on being in care. The findings will be used to support staff training and to inform service development. A DVD was produced and an action plan to respond the issues raised by the young people.	Sarah Skinner 01622 22 1114 sarah.skinner@kent.gov.uk
Viewpoint Page 11	June 2007 - 2008	August 2008	Kent Looked After Children. aged 7+	County wide	To provide opportunity for children in care to express their views on their individual care planning and the care they receive. Information will also help to inform policy and improve service development and delivery.	Paul Brightwell 01622 69 4308 paul.brightwell@kent.gov.uk
Independent Reviewing Officers – Upfront Support Groups	From April '08		Small support groups – Looked After Children.	County wide	To gather views of LAC re: Independent Reviewing Officer Service and how it can be improved to make more child and participation focused. These meetings took place throughout 2008/09 and will continue in 2009/10	Paul Brightwell 01622 69 4308 paul.brightwell@kent.gov.uk
Parents / Carers Group	April 08 On-going	July 09	Parents / Carers	Across County	Receive feedback on the perceptions of Vocational and Professional training programme from parents/carers view. Outcomes will not be known until July 2009 – consultation has taken longer than expected	Sue Dunn (sue.dunn@kent.gov.uk)

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	Outcomes from the consultation	Contact name and details
Academic Educational 14-16 programme	1 Nov 07 – 30Nov 08	July 2009	Vocational learners, parents and teachers in Thanet & Gravesham	Thanet / Gravesham	Impact on learners progression routes and employability skills. Outcomes will not be known until July 2009 – consultation has taken longer than expected	Sue Dunn (sue.dunn@kent.gov.uk)
Panel of Looked After Children (LAC)	April 2008	On-going	Service Users	County	LAC young people will have an advisory role in recommending applicants who want to foster to the Fostering Panel This has now become an integral part of the assessment and panel process in the approval of foster carers. Feed back from young people and foster carers is very positive and it has helped young people to feel they have a say in the recruitment of the families that they and others may live in.	Teresa Vickers
Sustainability of child care provision research project.	Sept 2007 Feb 2008	2008	Childcare providers, key stakeholders, parents.	County wide	To establish the factors affecting the sustainability of child care providers.	Tony Alderton 01622 626614 tony.alderton@kent.gov.uk

2009-2010 CFE Planned Consultation

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
Survey of children and young people of Kent (NFER survey)	Sept 2009 – March 2010	March 2010	Pupils in Kent Schools/ Colleges	All of Kent	Yes	To obtain views in relation to Every Child Matters outcomes and 2010 targets. This will provide useful data for planning and monitoring at school, LCSP and county levels.	Anthony Mort Anthony.mort@kent.gov.uk (01622 696363)
Conduct focus groups to ascertain the views of seldom heard/hard to reach children and young people	October 2009	March 2010	Focus Groups of Young People	Kent	TBC	Perceptions of hard to reach young people regarding the Every Child Matters themes. To inform planning and monitoring.	Anthony Mort Anthony.mort@kent.gov.uk (01622 696363)
Survey of parents/carers whose children are having a statutory assessment	March 2009	March 2010	All parents following completion of process	Kent	No	How the parent/carers feel about the process and how it can be improved to make the process easier for parents/carers.	Partnership with Parents 01622 350640
Survey of children who have had a statutory assessment	Sept 2009	July 2010	Representative sample of all children who have recently gone through the process	Kent	No	How children and young people feel about the process and how it can be improved from their perspective. The information will be used to inform the development of information for C&YP who have a statutory assessment.	Partnership with Parents 01622 350640

APPENDIX 2

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
Survey of children with statements in respect of the secondary transition process	March 2009	March 2010	50% of children going through process offered opportunity to participate	Kent	No	How to improve the process of transition to secondary schools for C&YP with additional needs.	Partnership with Parents 01622 350640
Kent On-line Anti-bullying Survey	November 2009	January 2010	Kent pupils	County wide	No	Perceptions of bullying levels, types and effective interventions. This will be used to target anti-bullying services.	Peter.heckel@kent.gov.uk
Parental Satisfaction Survey with school psychology service.	August 2009	August 2009	Parent sample whose children have received a service	Kent	No	To ascertain satisfaction levels and to review, modify practice in response. Expected target is 87%	Andrew Heather
Unaccompanied Asylum Seeking Young People	Oct 09	Dec 09	Young people who have arrived in the UK in the past 3 months	County Wide	To be confirmed.	Young person's view of the education assessment and their education placement/provision. This will be used to inform service development.	Head of Service, Minority Communities Achievement Service (MCAS)
Governor Focus Group	01/05/09 31/03/10	Throughout 3 yr strategy	10 governors	Areas of greater density of	No	Suitability of governor recruitment materials and campaigns and governor	Linda Lissimore 01622 605118 Linda.lissimore@kent.g

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
				BME		induction training to inform a review.	ov.uk
Kent Governors Association	01/04/09 31/03/10	3 times a year	23 (part areas)	County wide	No	Inform, communicate and cascade information with governors and encourage participation in the formation of plans, reviews and consultations	Linda Lissimore 01622 605118 Linda.lissimore@kent.gov.uk
Learner Voice Survey	Jan 09	June 09	Learners	Across Kent	LSN	Satisfaction of learners on 14-16 programme. Views of learners on IAG and Careers Guidance.	Hazel Markham hazel.markham@kent.gov.uk
Budget Focus Group	01/08/09 30/09/09		Random Samples of Kent Residents	Kent	No	Budget consultation with the public, consistent with best practice. Statutory duty to consult taxpayers on budget and council tax levels before setting budget.	Ben Smith 01622 220000 ben.smith@kent.gov.uk
Sign Language review	20/02/09 30/07/09		Deaf services users and staff across	Kent & Medway and Kent & Medway NHS	No	Consultation & surveys into the needs of Deaf people and sign language interpreting services. To ensure service is	Jenny Day 01622 232000 Jenny.day@kent.gov.uk

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
						responsive to deaf people's needs.	
Annual Provider Survey (APS)	Oct 2009 to March 2010	1 st April 2010	All providers of early education and childcare	Kent	Yes	The survey will be used to collect data on a large number of indicators. The data collected will be used to inform both the Childcare Sufficiency Assessment (CSA) childcare market supply-side analysis and to enable targeted support to providers on a range of issues.	Tony Alderton 01622 626614 tony.alderton@kent.gov.uk
Childcare Sufficiency Assessment (CSA)	April 2009 to March 2010	1 st April 2010	Parents – sample of 6000 households	Kent	Yes	The consultation will establish the needs of parents in relation to early education and childcare. The information will be used to analyse the demand-side of the childcare market and to prepare the annual Childcare Sufficiency Assessment 'top-up'. The CSA will inform both the development of new childcare places, and the	Tony Alderton 01622 626614 tony.alderton@kent.gov.uk

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
						amount and direction of support that should be given to sustain existing places.	
Children and Families Information Service	Apr 2009 Mar 2010 ongoing		Providers and service users	Kent	No	Using evaluation cards the CFIS regularly seeks the views of service users i.e. childcare providers, parents, carers, and members of the public. The results are used to inform improvements to the service.	Teresa Handscombe 08000 32 32 30 teresa.handscombe@kent.gov.uk
Extension to Early Years education entitlement – 25% of three and four year olds.	Sept 09 – Sept 2010	2010	Selection of Early Years Providers.	Deprived areas of Kent	TBC	Identify best practice and any issues e.g. any barriers for families wanting to access the service. Enable local offer to be developed accordingly.	Menai Newbould
Adolescent Resource Centres	On-going	On-going	Service Users (CYP)	South West Kent.	No	Creating a "Have your Say forum" this year for young people receiving a service from ARC.	Stephen Hollands
Parenting Order service	On-going	On-going	Service Users (Parents)	Across Kent	No	Evaluation forms for parents receiving this	Stephen Hollands

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
						service which is collated throughout the year. We are also having an independent evaluator meeting with focus groups of parents as part of the evaluation process.	
Young Carers strategy Page 18	2009	2009	Young carers	Kent	No	As part of the 2007-2010 Young Carers Strategy, and to ensure young carers are 'heard' by all agencies .The Young Carers Strategy Implementation Plan will be reviewed by young carers.	Andrew Hickmott/ Amanda Hornsby
Complaints & representations	On-going	On-going	Service Users	Kent	No	Feedback on services received as complaints and representations is used to inform practice and service delivery both at local level and county-wide via CSSMT. Feedback forms to complainants to obtain views on complaint handling.	Ann Kitto

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
Participation in CIN, CP and LAC reviews	On-going	On-going	Service Users	Kent	No	Evidence of service user participation in children in need of protection plans. Service users involved in design of CP conferences and CIN meetings.	Sarah Hammond/ Paul Brightwell
Family Group Conference Page 19	On-going	On-going	All families with a child at risk of entering care	Kent	No	Family Group Conferencing (FGC) is a process that is triggered when a child is at risk of coming into the care of the Local Authority. It is a partnership and decision-making process that engages the child's family and family network with Children's Social Services and other service providers in making safe plans for the child's care. Feedback questionnaire available via FGC website.	Dawn Walsh
Services for Unaccompanied Asylum Seeking Children (SUASC)	2009	2009	SUASC	Kent	No	SUASC will be developing a client questionnaire for use by all our teams with their clients. The results of these questionnaires will	Karen Goodman

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
						be assessed by SUASC's management team as part of its ongoing service review.	
Culturally Competent Care	On-going		Service user representative group from 16plus service	County wide	No	Opportunity for young people to help feedback to practitioners and take part in training workers around cultural diversity.	Mandy Lowe (Policy & Performance)
Children's Champion Board	On-going	6 monthly	Service user representative group from 'Catch 22'	County wide	No	6 monthly meetings to give young people the opportunity to inform councillors about the issues that young people in care face and try to look at solutions to these issues.	Mick McCarthy Karen Goodman
Youth Advisory Group	On-going		Service user representative group from 16plus service	County wide	No	Giving young people the opportunity to discuss issues within the service and to set up a working group to look at these issues, including the review of the 'Hear By Right' map & plan.	Mick McCarthy
Parent	2009-2012	On-going	Parents of	Kent	No	The strategy has been	Rose Dillon

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
Participation Strategy (Aiming High)			disabled children			written under the Short Breaks Pathfinder Programme and relates to the participation of parents in service planning and decision making processes for all aspects of the Aiming High core offer.	
Viewpoint Page 21	On-going	On-going	Looked-after Children aged 7 years plus	Kent	No	To obtain the views of children in care. Children will be invited to use Viewpoint by their independent Reviewing Officer to record their experience of being a Looked-after Child. Overall feedback is used in wider service planning.	Paul Brightwell
Children in care council	April 2009	On-going	Looked After children	Kent	No	Children in care council - approximately 40 young people in and having left care who have expressed a desire to help form Kent's Children in Care Council. Young people will be able to express their views about being in care.	Paul Brightwell

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
The Independent Reviewing Officer service	April 2009	On-going	16plus	Kent	No	The IRO service is working with 10 young people in 16plus to develop a process to help young people wishing to chair their own review meetings with the help and support of the IRO.	Paul Brightwell
Fostering Panels	On-going	On-going	Service users	Each area team	No	Looked After Children/ young people have an advisory role in recommending applicants who want to foster to the Fostering Panel.	Teresa Vickers
Voice of foster carers	On-going	On-going	Area teams	All area teams	No	Each team will set up or attend an event which allows the team to hear directly the views & experiences of fostered children within Kent County Council Foster Homes. This information will influence the recruitment of future foster carers.	Teresa Vickers
Out of Hours	On-going	On-going	Service Users	Kent	No	To test service user satisfaction with the out of	Terri Goodwin

Name	Start and End Date	Feedback Date	Target Group/ Sample Size	Target area	External contractor being used	What we want to find out and how we will use the information	Contact name and details
						hours service.	
LCSP ongoing participation arrangements	On-going	On-going	Varied	LCSP	Locally determined	Participation opportunities to identify what children, young people, parents and cares think about their lives and the services they receive in the local area.	LCSP Manager
Reference Panels for parents and young people. Page 25	May 2009/June 2010	On-going	Panels for approx 40 parents and 40 young people.	Kent	Yes	The reference panels will consider items on the agenda for the Kent Children's Trust Board and give a perspective of parents and young people.	Anthony Mort. Anthony.mort@kent.gov.uk
Young People and Money (Backing Kent People Campaign)	April/May 2009	June 2009	8 focus groups of 6 to 8 people age 15 to 18.	Kent	No	To inform development of further support to school leavers around financial capability. Findings will inform the economic strand of the PSHE curriculum in schools and lead to advice for young people on money management.	Amy Morrish. Amy.morrish@kent.gov.uk

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