

By: Marilyn Hodges, Director Strategy, Policy and Performance

To: Children Families and Education Policy Overview
Committee - 3 June 2008

Subject: Participation and Consultation Report to CFHE Policy Overview
Committee

Classification: Unrestricted

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Summary: This report is to inform Members of developments regarding participation and consultation with the public.

Background and Context

1. (1) Participation and consultation continues to be a key theme for CFHE and partner organisations. It is also a central component of the Every Child Matters agenda and is a right enshrined in the United Nations Convention on the Rights of the Child. There are requirements on agencies to consult with children and young people but it is also good practice to ensure that their views are taken into consideration in the commissioning, planning and evaluation of services. CFHE and the Kent Children's Trust continue to promote a culture of participation and it is a key strategy in the planning and delivery of good quality integrated services for children and families.

(2) The importance placed on participation is reflected in the Children and Young People's Plan and target 14 of the Towards 2010 targets which states that we will: "Listen to young people's views and opinions and develop their ideas to improve education and life in Kent".

(3) The Kent Children's Trust has endorsed a "Framework for Participation with Children and Young People in Kent". The purpose of the framework is to promote a coherent approach to participation across the county, identifying agreed principles and standards but not being too prescriptive. It is recognised that children are not a homogenous group but have different needs and children and young people in different circumstances or from different social groups might well need to be engaged in different ways.

(4) The CFHE Directorate works closely with colleagues in other Directorates including Communities to ensure a consistent approach to consultation and involvement. The Directorate works with the Kent Youth Service (and Connexions) to ensure a "joined up approach". The CFHE Senior Management Team meets with young people from the Kent Youth County Council to hear their views and address issues raised. The Kent Youth Service has been exploring, with the National Youth Agency, a "Hear By Right" approach to participation, and CFHE are also looking at what the benefits might be to this approach for other services.

(5) In addition to the more strategic initiatives, participation and consultation also takes place at a very local level. For example, children in care are invited to their LAC reviews and are asked to contribute to decisions that affect their lives. Looked After Children have also helped to develop the Kent Pledge, setting out key rights for children in Kent's care.

(6) The continued success of Family Group Conferencing is also enabling much greater participation by family members in decisions affecting children and young people's lives. The use of Family Group Conferencing is being extended to try to prevent the need for children and young people to come into care.

(7) Another example of participation at a local level is the "Thanet Cluster Council" where year 5 pupils from across Thanet act as "Cluster Councillors" giving children the opportunity to influence decision making in Thanet. Recently the pupils met with District Councillors to present their ideas and propose actions.

The Children and Young People Survey

2. (1) In last year's consultation report to this Committee, we included the Executive Summary from the Kent Children and Young People Survey. In 2006/07, the Directorate commissioned National Foundation for Education Research (NFER) to conduct a survey of the views of children and young people. The survey had two elements, a questionnaire for 7 to 11 year olds and a separate survey for 11 to 19 year olds. Over 40,000 children and young age people took part in the survey.

(2) The survey produced a wealth of information relating to the 5 Outcomes of Every Child Matters and perceptions of life in Kent. It included for example information about healthy living, bullying, transport, use of time, fear of crime and attitudes to school. A benefit of the survey being so comprehensive is that the information could be used at a strategic level but also by local clusters and by schools. The findings have been used to inform planning not only in CFHE but also in localities and by partner organisations.

(3) Following the success of the 2006/07 survey, a further survey was commissioned for 2007/08. At the time of writing the survey is nearing completion but it is understood that over 45,000 children and young people have completed the questionnaires. It is expected that the information will again support planning in CFHE, the Kent Children's Trust and Local Children's Service Partnerships. An additional benefit will be the opportunity to compare information received this year with the data from last year.

Other Consultations

3. (1) Consultation with children, young people, parents and carers has helped to:

- Develop strategies and policies.
- Inform planning for services.
- Identify needs and preferences.
- Provide feedback on services.

(2) When commissioning consultation, consideration is given to what the purpose of the consultation is and how the outcomes might be used.

(3) Appendix 1 to this report contains information about consultations with residents that took place in 2007/08. A key consultation was a survey of parents, which has helped to inform the development of the Kent Parent's Strategy.

(4) Appendix 2 provides information about consultations planned for 2008/09. One of the consultations planned is aimed at hearing the views of young people who are less likely to be involved in mainstream consultation work and as a result their views are seldom represented. This might include for example young people who are not in Education, Employment or Training or young asylum seeking children who are unlikely to have participated in the Kent Children and Young People Survey.

Conclusion

3. (1) The Children Families Health and Education Directorate continues to develop a proactive approach to participation and consultation. This is in line with the Modernising Government agenda and the Every Child Matters agenda. The Directorate adopts a range of approaches to consultation recognising that different children with different needs and of different ages need to participate in different ways and to different degrees.

(2) There continues to be a broad range of consultation and it continues to form an integral part of planning, procurement and performance review activity.

(3) This year the Directorate will aim to include the views of more vulnerable groups and also ensure that Local Children's Service Partnerships are well equipped to consult with relevant stakeholders in their locality.

Recommendations

4. The CFE Policy Overview Committee is asked to note the contents of this report.

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Background Documents:

None

Other useful information:

None

Children Families and Education Consultations 07/08

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
Survey of children and young people of Kent (NFER survey).	Feb. 2008	April 2008	Children and young people	Kent	To obtain views in relation to ECM outcomes and 2010.	Anthony Mort/Graham Harlow.
Vocational Learning Survey	March 2007	June 2007	Young people age 14-16	Kent	To obtain young people's perceptions of the 14 –16 vocational programme	Sue Dunn
Transition Arrangements	Nov 2007	Feb 2008	Young people who have gone through transition.	Kent	To provide a benchmark of the qualitative experience of young people who went through transition arrangements.	Colin Feltham
Kent Test (11+) consultation.	Nov 2007		Open consultation	Kent	To find out parent's views on the timing of the Kent Test (11+)	Ian Craig

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
Views of Looked After Children	Ongoing		Looked After Children	Kent	The views of Looked After Children were sought through residential weekends. This included obtaining their views on the planned "pledge" for LAC	Paul Brightwell
Use of the Viewpoint package	Ongoing		Looked After Children	Kent	The use of the Viewpoint package is encouraged as a mechanism to assist children and young people in developing and communicating their views	Paul Brightwell, Sarah Skinner.
Consultation based on "Hear By Right" model"	Ongoing		Looked After Children age 16 and over.	Kent	Use of the "Hear By Right" model and appointment of Participation Officer to ensure views of 16+ Looked After Children are obtained.	Mick McCarthy
Consultation from complaints and compliments	Ongoing		Service users and carers.	Kent	The "informal feedback" received through complaints and compliments used to inform service delivery.	Anthony Mort, Ann Kitto
Consult parents and carers about the reasons for referral to the SEN and Disability Tribunal.	July 2007	Dec. 2007	Parents and carers	Kent	To establish what factors are leading parents to make application in order to understand the tribunal statistics.	Colin Feltham

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
Survey of children with statements in respect of the secondary transfer process	March 2007	March 2008	Children and young people in year 7 with statements	Kent	Improve the process of secondary transfer for children and young people with special needs	Colin Feltham
SEN Panel pilot project	Feb. 2007	July 2007	Parents who had applied for a Statutory Assessment (Small random sample).	Kent	Regarding Parents opportunity to present information to panels regarding statutory assessments.	Colin Feltham
Statutory Assessment Process Project.	April 2007	On-going	Parents who have made a request for a statutory assessment.	Kent	To gather quantifiable data that can be compared year on year regarding parents' views of the experience of the statutory assessment process.	Colin Feltham
User satisfaction survey for people using the Partnership with Parents service.	March 2007	Sept. 2007	Parents and carers.	Kent	To seek the perception of parents and carers – to inform service development.	Linda Baker. Partnership with parents.
User satisfaction of preventative/early intervention services provided through local joint planning and commissioning structures – local Children's Trust	Sept 2007	March 2008	School clusters, C&YP, parents/carers	Kent	Survey/questionnaire approaches to evaluate effectiveness of commissioned services from user view point.	Maggie Stephenson

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
partnerships						
Consultation on the way forward for the Local Authority in achieving better outcomes for gypsy, Roma and Traveller Young People	April 2007	By Sept 2007	Children and Young People Partner agencies Schools, FE colleges MCAS staff, other Local Authority officers	Kent	DFES "Positive Pathways" position statement	Glynis Eley
Parental Satisfaction Survey regarding school psychology service.	Aug 2007	Aug 2007	Parent sample whose children have received a service	Kent	To ascertain satisfaction levels and to review/modify practice in response.	Andrew Heather
Consultation on KCC's Early Years Education and Childcare Strategy.	Jan 08	April 2008.	Schools and Children's Centres; early years providers; Health Services and Children's Social Services; and, equality stakeholder groups and Parenting groups.	Kent	To ensure that stakeholders have the opportunity to inform the development of KCC's strategy for early years education and childcare.	Lynne Miller
Anti bullying survey	Nov 07	Nov 07	All Kent schools (Year 4 upwards) & other relevant groups	Kent	Pupils were invited to submit their responses to help inform future KCC policy. To highlight key issues around, bullying and to feed back to schools as to the scale	Sarah Lewis

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					and nature of bullying in their schools in order to inform school policy and practice. The data is also being used to assess impact of new initiatives.	
Instrument Music Survey	Nov 07	Nov 07	Pupils in Kent schools	Kent	To obtain views on take up of instrument tuition and musical activities in schools to inform future provision.	Lynne Miller
Parent Support Strategy	June 07	Sept. 2007	Parents and Stakeholders	Kent	To inform the development of the Parent Support Strategy	Diane Trollope
Take up of early education and research project	April 2007	Aug 2007	Parents of children aged 2 and 3	Kent	To establish the reason why parents do not take up their entitlement to free early education for their children.	Tony Alderton
Sustainability of child care provision research project.	Sept 2007	Feb. 2008	Childcare providers, key stakeholders, parents.	Kent	To establish the factors affecting the sustainability of child care providers.	Tony Alderton.
Family Group Conference Feedback.	On – going	Aug 2008	Participants in Family Group Conferencing.	Kent	Use of feedback forms to check practice meets needs. Also to support good practice and inform the quality management cycle.	Dawn Walsh

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
Consultation on proposals for specialist provision in mainstream schools for children with SEN	Nov 2007	Dec 2007	Children and young people, parents, health staff, Members	Ashford, Shepway, Dartford, Gravesham, Swanley	To seek views of stakeholder on proposals	Nuala Ryder
Consultation on proposals for specialist provision in mainstream schools for children with SEN	Nov 2007	Dec 2007	Children and young people, parents, health staff, Members	Swale, Thanet, Canterbury, Dover/Deal, Maidstone, Tonbridge, Sevenoaks, Cranbrook	To seek views of stakeholder on proposals	Nuala Ryder
Managing Incidents on School Sites	Sept 2007	Nov. 2007	Schools, young people, parents, professionals.	Kent and Medway	To assess guidance for schools on Kent Police procedures on managing incidents on school sites.	John Taylor
Parents Groups being set up to have input into local clusters.	2007	2008	Parents	Linked in to local cluster arrangements	An opportunity for parents to influence the local clusters and local plans	Diane Trollope and LEOs.
Consultation with young people on the draft Kent Integrated Youth Support Strategy	Dec 2007	Dec 2007	Young People aged 13 to 19	Kent	To obtain young people's feedback on the IYSS to help develop the draft document.	Karla Phillips
Consultation with young people from Thanet youth council and Kent Youth County Council	Aug 2007	Sept. 2007	Young People	Thanet and Maidstone	To translate the draft version of the Kent Learner Entitlement into a user-friendly version for young people.	Rachel Powell
Survey of Teenagers views and experiences of sex and relationships education in Kent	Sept 2007	Sept 2007	Young People 15-16	Kent	To obtain feedback from young people regarding sex and relationship education.	Kent Teenage Pregnancy service

Details	Start Date	End Date	Group to be consulted	Target area (Kent, Town, district, ward etc	Reason for consultation	Contact Name
Consultation with young people to hear their views on workforce issues.	Feb 2008	March 2008	Young People	Kent	To hear the views of young people on workforce issues.	Connexions.
Consultation with young carers	On-going		Young Carers	Kent	Young Carers contributed to the production of a DVD and information for other young carers. Also consulted on a carers strategy.	Amanda Hornsby

CONSULTATION WITH THE PUBLIC PLANNED FOR 2008/2009

CONSULTATION EXERCISES, SATISFACTION SURVEYS, REVIEWS
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Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	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 clusters to more effectively target resources.	Peter Heckel County Manager, Kent Safe Schools peter.heckel@kent.gov.uk
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.	Colin Feltham 01622 605729 Michael Thomas-Sam 01622 694843
Survey of parents/carers whose children are having a statutory assessment	March 2008	March 2009	All parents following completion of process	Kent	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 2008	July 2009	Representative sample of all children who have recently gone through the process	Kent	How children and young people feel about the process and how it can be improved from their perspective. To inform the development of information for C&YP who have a statutory assessment	Partnership with Parents 01622 350640
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 process for C&YP.	Partnership with Parents 01622 350640

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	Contact name and details
Arrange pupil voice conference across 2 further LCSPs that enables C&YP to contribute to the development of information for children transferring to secondary school	March 2008	March 2009	Children with statements in 2 clusters	2 LCSPs	How to improve the information, accessibility and availability to children. To develop information in a range of formats for children transferring to secondary provision. Children to identify the content to ensure it is relevant for young people with statements	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
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.	Andrew Heather
Connexions	8/9/08	1/4/09	Headteachers Young people and their families Key stakeholders	Kent	What services should be commissioned in 2010.	Helen Jones helen.jones@kent.gov.uk
Targeted Youth Support	1/4/08 1/12/08		Young people Key stakeholders	Kent	How targeted youth support services should be delivered across Kent from the end of December 2008	Helen Jones helen.jones@kent.gov.uk
Swale Children & Young	1/3/08-	July 2008	30 disadvantaged	Swale	To consult disadvantaged and vulnerable	Helen Goody

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	Contact name and details
People's Plan	31/7/08		children and young people		children and young people in Swale on what will enable them to 'feel in control of their lives'-Swale 7 outcome. The information will be used to commission services/provide support	Helen.goody@kent.gov.uk
UASYP Consultation Service Provision	01/04/08 30/06/08		U19 UASYP	Kent	Consultation and survey into the views of UASYP with regard to their experience of EAS and subsequent education / training experience	Jenny Robson 01622 694059
Parents / Carers Group	April 08 Ongoing	July 08	Parents / Carers	Across County	Receive feedback on the perceptions of Vocational and Professional training programme from parents/carers view.	Sue Dunn (sue.dunn@kent.gov.uk)
Academic Educational 14-16 programme	1 Nov 07 – 30 Nov 08	Nov 08	Vocational learners, parents and teachers in Thanet & Gravesham	Thanet / Gravesham	Impact on learners progression routes and employability skills.	Sue Dunn (sue.dunn@kent.gov.uk)
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.	Hazel Markham (hazel.markham@kent.gov.uk)
Children's Centres (Phase 2 and 3)	April 08	Ongoing	Kent residents	County-wide	Local communities involved in the shaping of services to be offered in children's centres	Jackie Smith/Menai Newbould 01622 761050
Journey through care	May/Aug 08 to Nov/Dec 08	Dec 2008	45 young people	County wide	The challenges young people face on their journey through the care system. Information will be used to support staff training and to inform service development.	Sarah Skinner 01622 22 1114 sarah.skinner@kent.gov.uk
Viewpoint	June 2007 -	August	Kent Looked	County	To provide opportunity for children in care	Sarah Skinner

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	Contact name and details
	2008	2008	After Children. aged 7+	wide	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.	01622 22 1114 sarah.skinner@kent.gov.uk
Corporate Parenting Group	April 08		All LAC and Care Leavers	County wide	To help clarify for practitioners their role in promoting Corporate Parenting and access to key information to support practitioners in undertaking their role	Paul Brightwell 01622 69 4308 paul.brightwell@kent.gov.uk
IRO – Upfront Support Groups	From April 08		Small support groups – LAC	County wide	To gather views of LAC re: IRO service and how it can be improved to make more child and participation focused.	Sarah Skinner 01622 22 1114 sarah.skinner@kent.gov.uk
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. Finding will inform support to schools in relation to the teaching of RE and collective worship.	Lynne Miller 01622 694995 lynne.miller@kent.gov.uk
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 ECM outcomes and T2010.	Anthony Mort 01622 696363 anthony.mort@kent.gov.uk
Consultation from complaints and compliments	Ongoing	Ongoing	Service users and carers	County wide	It is intended to use the "informal feedback" received through complaints and compliments to inform service delivery.	Anthony Mort 01622 696363 anthony.mort@kent.gov.uk Ann Kitto 01233 652144 ann.kitto@kent.gov.uk
Sustainability of child care provision research	Sept 2007 Feb 2008	2008	Childcare providers, key	County wide	To establish the factors affecting the sustainability of child care providers	Tony Alderton 01622 626614

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	Contact name and details
project.			stakeholders, parents.			tony.alderton@kent.gov.uk
Conduct focus groups with seldom heard/hard to reach children and young people	March 2008	March 2009		County wide	To ascertain the views of seldom heard/hard to reach children and young people on the themes of ECM, living in Kent and their access to and experiences of services	Anthony Mort 01622 696363 anthony.mort@kent.gov.uk
Causeway Project	2008	2008 (ongoing)	Parents	Shepway	Involving parents in the development of the Causeway Project.	Mark Thorn
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
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
Family Group Conferencing	2008	TBC	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.	Dawn Walsh
Family Group conferencing	2008	ongoing	Service Users	Kent	Children, young people and family members are invited to give feedback via on line 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

Name	Start and End Date	Feed-back Date	Target Group/ Sample Size	Target area	What we want to find out and how we will use the information	Contact name and details
Child Protection –West Kent	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
Panel of LAC	April 2008	ongoing	Service Users	County	LAC young people will have an advisory role in recommending applicants who want to foster to the Fostering Panel	Teresa Vickers
Person centred planning	2008	ongoing	Disabled Children	County	Set a pilot to run person centred planning workshops in respite units	John Meehan
Rapid Response Family Mediation Service	2008/ 09	ongoing	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
CSS Sevenoaks & Swanley	April 2008	Ongoing	Service users of district teams – children/young people and parents	Sevenoaks & Swanley	Feedback forms are sent to service users/parents/carers to obtain their views about services they receive and how these can be improved. Follow up phone calls will then be used to encourage feedback and ensure the process is meaningful.	Sarah Blackmore
Learning walks for CSS Sevenoaks & Swanley	April 08	Ongoing	Service users – key stakeholders	Sevenoaks & Swanley	This is a planned extension to a successful existing model within Swanley schools. Headteachers and school staff will be invited to observe and review the services provided by the district teams. This will help inform practice and future service delivery and further strengthen partnership working across the district.	Sarah Blackmore