

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

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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

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				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

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						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

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						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

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						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	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

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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	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

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						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

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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	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

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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

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						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.	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