

Children's Social Care and Learning Select Committee 5 July 2016

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14 INQUIRY OUTLINE - CHILDREN AND YOUNG PEOPLE'S VOICE This item provides an inquiry outline in order to discuss further the scoping of an inquiry into:- The Voice Of The Child And Young Person And The Extent To Which It Influences The Way Services Are Planned, Commissioned And Delivered.	3 - 8

Inquiry Outline

Final Inquiry Scope to be completed as part of a planning workshop held with key stakeholders/inquiry group members-and then brought back to the Select Committee for information

Title	Children and Young People's Voice
Signed-off by	Select Committee Chairman
	Head of Member Services (Statutory Scrutiny Officer)
Author	Kevin Wright – Committee and Governance Adviser
Date	5 th July 2016
Inquiry Group Membership	All Members of the Children's Social Care and Learning Select Committee
Member Services Resource	Member Services will provide the following officer support: <ul style="list-style-type: none"> • Head of Member Services – Policy Advice and Report Quality Assurance • Committee & Governance Manager – Project oversight • Committee & Governance Adviser – Policy Lead & project management • Committee Assistant – Administrative support (as needed)
Lead Cabinet Member	<ul style="list-style-type: none"> • Lin Hazell, Cabinet Member for Children's Services • Zahir Mohammed, Cabinet Member for Education & Skills
Lead HQ/BU Officer	<ul style="list-style-type: none"> • Devora Wolfson – Director of Joint Commissioning • Sue Butt – Head of Strategic Commissioning Children
What is the problem that is trying to be solved?	<p><i>A decision on how wide to scope the inquiry based on a) or b) below to be taken at the planning workshop.</i></p> <p>To consider how well the Council listens to the voice of the child and young people and the extent to which it influences either:-</p> <p>a) the way children's services are planned, commissioned and delivered or</p> <p>b) the way services for children across the whole Council are planned commissioned and delivered.</p> <p>Members want to explore the extent to which the processes and procedures that are in place for gathering, recording and using the views of children and young people are feeding effectively into the commissioning cycle, thereby ensuring services are commissioned and configured most appropriately to address their needs.</p>
What are the key lines of inquiry?	<p>What are the processes and procedures in place to gather record & use the views of all children including those from minority groups/hard to reach groups?</p> <p>How effective are these processes and procedures in feeding into the commissioning cycle?</p> <p>How easy is it for Commissioners to find out about and access the views that have been gathered recently without having to repeat evidence gathering?</p>

	<p>What effect, if any, are current commissioning resources (staffing and budget) and/or service structures having on embedding children and young people's views into local service commissioning and design? What plans are being developed to manage MTP savings and what impact may this have on the voice of young people?</p> <p>How are the views of children and young people used at a strategic level to understand need and inform service planning?</p>
What might the Inquiry Achieve?	<p>Identify strengths and weaknesses in taking children and young people's views into account when planning, commissioning and delivering children and young people's services so that the Council can improve where it is weak and share good practice across business units and with partners where there are strengths.</p> <p>Provide a view on how effective and efficient the Council is at gathering, recording and using the views of children and young people and making recommendations for improvement where needed.</p>
Is the issue of significance to Buckinghamshire as a whole?	<p>Services for children and young people are delivered or commissioned by the County Council across the whole of Buckinghamshire. To ensure the best outcomes for those children, it is vital that their voices are heard and influence the services that affect them.</p>
Is the topic of relevance to the work of BCC?	<p>Buckinghamshire County Council (BCC) has committed itself to taking the views of children and young people into account when commissioning services. There is also national legislation which set out statutory duties on the Council to take the wishes and feelings of children and young people into account when making decisions about them.</p> <p>The Council's Commissioning Framework includes as a core principle that <i>"Involving customers and service users to ensure their views are central to commissioning services"</i></p> <p>The Buckinghamshire Children's and Young People's Partnership confirms that <i>"listening and acting on the voice of our children and young people is central to the planning and delivery of services in Buckinghamshire"</i> in their Children and Young People's Plan 2014-18</p> <p>BCC has a statutory duty set out in The Children Act 1989 to consider the wishes and feelings of children when decisions are made about them.</p> <p>The UK Government is signed up to the United Nations Convention on the Rights of the Child. Article 12 outlines the right for children to give their opinion on all matters affecting them.</p>
What will not be considered	<p>Service commissioned by partners for children e.g. District Council services.</p>
Is this topic within the remit of the Select Committee?	<p>Yes</p>
What work is underway already on	<p>Youth Voice Work Plan Youth Voice Events</p>

this issue?	<p>Young People Panels Youth Council Takeover Day Children in care council called "We do care" Children and Young People Voice Survey Youth Steering Group Social workers working with individual children</p>
Are there any key changes that might impact on this issue?	<p>In April there was a restructure of the Children's Joint Commissioning Team into a Joint Commissioning Team with Adult Social Care.</p> <p>Both commissioning and the fair access and youth provision service (where Youth Voice sits) have been tasked with making budget efficiency savings and service reductions during 2017/18.</p>
What are the key timing considerations?	<p>August is a key holiday period which impact on evidence gathering and inquiry group meetings.</p> <p>Ofsted are due back to visit social care probably during either July or September</p>
Who are the key stakeholders & decision-makers?	<ul style="list-style-type: none"> • Buckinghamshire children and young people (service users and non-service users) • Senior management / leadership team CSC&L Business Unit • Commissioners of Children's and Youth Services including YOS • Buckinghamshire Children and Young People's Partnership • Social Workers • Suppliers (delivery vehicles) • CSC&L Business Unit officers • Fair Access and Youth Provision Service • Commissioning and Supplier Management Group (Oversee the Strategic Commissioning Framework) ? (Dependant on final scope) • Children's Advocacy and independent visitors. (National Youth Advocacy Service - NYAS) • Children in Care Council (We Do Care) • Independent Reviewing Officer
What media/communications support do you want?	<p>Press release to let the public know that the inquiry is taking place Press release post report publication Call for evidence</p>

Evidence-gathering Methodology

What types of methods of evidence-gathering will you use?

List them here e.g.

- Desktop research
- Interviews
 - Joint Commissioners
 - Providers of Key Services
 - Senior managers including from fair access and youth provision
 - Local Children and Young People's Partnership Board members
 - Youth Steering Group Members
 - Youth Voice members/groups
 - Children's and young people's advocates or groups
- Visits
 - Local Children and Young People's Partnership Boards
 - Youth voice groups
 - Charity groups
 - Any groups/workshops/meetings that have already been set up by Commissioners to gather children and young people's views.
- Feedback (emails/letters)

How will you involve service-users and the public in this inquiry?

Interviews as detailed above

Could potentially look into having a young person co-optee from Youth Voice on the Inquiry.

Produce a child friendly version of the report as well as the usual one.

Assessment Methodology

1) Identify a number of key services to ascertain whether the voice of the child and young people has been used in commissioning those services.

Key services to look at could be based on e.g.:-

- The top 10 services that children and young people have identified are the most important
- The top 10 highest value contracts

2) Make an assessment against a key list of criteria to identify what good or successful would look like. (See attached list as an example)

Outline Inquiry Project Plan

Stage	Key Activity	Dates
Scoping	Inquiry Outline Agreed by Select Committee Planning Workshop	July
Evidence-gathering	Evidence-gathering phase - List key events	Aug/Sept/October
	Final Evidence Session	October
Developing Recommendations	Inquiry Group/SC meeting – Key Findings Report & Possible Areas of Recommendations considered	October
	Testing & developing recommendations with stakeholders	October
Reporting	Final Inquiry Group report with recommendations completed (signed-off by SC Chairman)	November
	Report published for Select Committee	November
	Select Committee agrees report to go forward to decision-makers	November
	Cabinet/Partner considers recommendations	December

See appendix 1 for draft assessment criteria and what good/success might look like.

Inquiry. Children and Young People's Voice.

Assessment Criteria.

Evidence shows that the wishes and feelings of children have been taken into account in commissioning.

- Children and Young People (CYP) can express their views and these are taken into account in planning of services
- CYP know how to share their views and experiences
- CYP are supported and encouraged to be involved in expressing their views
- CYP views are acted upon in service provision

Evidence shows that the voice of the child or young person is informing future service delivery.

What will good / success look like.

CYP are supported to express their views. They are involved as far as possible in making decisions about services. Staff use innovative ways to support CYP in shaping services that meet their needs.

CYP who use the service are asked about their experiences. There are a range of ways for cyp views to be sought taking into account individual communication skills and abilities

Where appropriate CYP who use the service know about, and have access to, advocacy support and the service has links to local advocacy services where available.

There are a range of ways in which CYP can feedback their experiences of the service they receive and raise any issues or concerns they may have.

There are a sufficient number of views taken into account relevant to the service being commissioned

CYP concerns and complaints are used to improve the service

There is a clear strategy or framework for gathering, recording and using the voice of the child and young person in commissioning services

CYP representation on school councils, looked after children groups, groups of children in the community or youth parliament etc. is effective and reflects the diversity of the community.

The views of CYP are systematically recorded and are available to all commissioners

There is evidence that the views of CYP are taken into account when commissioning services

There is evidence that the views of CYP are taken into account when looking at future service provision at a strategic level

The voice of CYP is shared widely amongst commissioners and partners as appropriate to commission services

Feedback from CYP is sought regularly and not just when re-commissioning