



VOICE STRATEGY ACTION PLAN May 2016 – March 2018

Priority 1: Ensuring the views of Children, Young People and Families are heard at all levels				
Objective:	How we will achieve:	Timescale:	Lead:	Measure of achievement/Evidence:
To ensure that service users have access to decision makers, including other agency arrangements such as Healthwatch and the LSCB	Maintain and develop the CFS Voice Offer (for example, other agency involvement in Pop Up Events) Invite decision makers to user forums ie. CIC Council, SLF parent groups	Ongoing Ongoing	CFS Strategic Voice Group Early Help Voice Leads	Feedback from other organisations Attendance at events Evidence of what's been heard/changed as a result of attendance (you said, we did)

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<p>To ensure that ALL services are able to demonstrate their contribution to voice work, clearly indicating how they capture views at every level</p>	<p>Support the development of a range of CFS voice quality assurance tools which meet the needs of both services and QAIF team to indicate how voice is captured</p> <p>Every service area to provide QAIF Team with storyboards demonstrating how they capture views and take action</p> <p>voice@leics.gov.uk</p>	<p>Early Help Pilot December 2016</p>	<p>(Early Help)</p> <p>Qaif Team</p>	<p>Voice Audit mechanism developed as part of EH audit tool, the Quality of Work Star</p>
<p>To ensure that the views of children and families influence the future direction of the department</p>	<p>Utilise existing qualitative data including journey maps, voice work examples, voice reports, consultation results</p> <p>Utilise existing mechanisms such as Voice Pop Ups and Voice network</p> <p>Carry out additional thematic consultations where necessary</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Early Help Voice Network</p>	<p>Evidence of where families have influenced service design effectively captured</p> <p>As above</p> <p>Consultation results</p>

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To ensure that elected members effectively champion the views of children, young people and families and are aware of their responsibilities	<p>Young People take an active part in the induction of elected members</p> <p>Provide a range of opportunities for members to meet service users, including those most vulnerable/less heard (Pop Ups, CIC Council, Youth Council)</p>	<p>Annually (Oct)</p> <p>Ongoing</p>	<p>Early Help – Youth Council Leads</p> <p>Service Managers/ Early Help Voice Leads</p>	<p>Examples identified and recorded of feedback from young people and elected members</p> <p>Members attendance at events</p> <p>Members report increased opportunities and confidence in relation to hearing the “unfiltered” voice of children and families</p>
Communication systems are in place for recording, reporting and celebrating children and young people’s voice work	<p>Promote use of the Voice Inbox</p> <p>Ensure “positive Stories” are shared using local and social media</p> <p>Develop and maintain database of all CFS consultations with</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Early Help/Corporate Communications Team</p>	<p>Increase in submissions to voice@leics.gov.uk</p> <p>Examples communicated to the people of Leicestershire</p> <p>Yearly report presented to DMT/SLT</p>

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	<p>children, young people and families</p> <p>Share above findings across CFS via Voice Network and QAIF Network and other organisations as required i.e LSCB</p> <p>Create annual “good practice ” document to share across CFS and partners</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Annually (Dec)</p>	<p>QAIF Team</p> <p>Voice Network Performance Team</p> <p>Early Help Voice Leads</p>	<p>outlining evidence of good practice and evidence of change</p> <p>Examples collated and shared</p> <p>Good Practice Document</p>
<p>To ensure that children and families are involved in evaluation work and that their views are integral to any learning opportunities</p>	<p>Involve children and parents in a variety of evaluation techniques including 360, consultations, appreciative inquiry, SLF evaluation targeted work, Pop Ups</p>	<p>Ongoing</p>	<p>Early Help Voice Leads</p>	<p>Evidence of voice captured</p> <p>Evidence of learning as a result of Voice work captured using “You said, we did tools”</p>

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To ensure that our Children in Care feel heard and involved at all levels of the organisation	Specific plans developed by the CIC Team to include plans for sharing their findings with the wider department and LCC in role as corporate parents	Ongoing	CIC Team	Evidence of voice work collated including survey results, case study examples, CRO reports, IRO reports, SDQ results, feedback from CIC council
To ensure that the views of Leicestershire Children and Families influence regional and National Policy	Maintain representation on National forums i.e. British Youth Council Participate in specific project where possible i.e. Children's Commissioner work, Youth Justice Board, National Troubled Families Programme, Children in Care work, Regional Participation Group	Ongoing Ongoing	Early Help Services Project Leads	Annual Report demonstrating evidence of impact Minimum of 10,000 young people take part in "make your mark" campaign "You said, We Did" examples of Impact at a regional and national level Leicestershire cited as good practice by DCLG Troubled Families Programme
To ensure that all complaints from children and families are heard, translated and effectively responded to	Work with the Customer Services Team and young people to ensure that the complaints procedure is accessible to children and young people Ensure all complaints from children and young people are	Sept 17 Ongoing	Early Help Support Services Team/ Customer Services Team Early Help Support Services Team/ Customer Services	Customer Service team can evidence the involvement of cyp in the design of process Evidence of change captured

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	<p>effectively translated into service improvements</p> <p>Where required ensure that apologies are communicated to children in a child/young person friendly way</p>	Ongoing	<p>Team</p> <p>Early Help Support Services Team/ Customer Services Team</p>	Examples of good practice collated

Priority 2: Workforce Development – We will ensure that CFS workforce has the tools, skills and expertise required to effectively listen and engage families in decision making

Objective:	How we will achieve:	Timescale:	Lead :	Measure of achievement/Evidence:
<p>To ensure that operational staff have the skills, knowledge and commitment to successfully hear the voice of children, young people and families in decision making</p>	<p>Design and deliver bespoke “voice” training in partnership with Learning and Development i.e. Listening to younger children, including mandatory e-learning package</p> <p>Delivery of a Voice Resources Project to ensure all Children’s Social Care and Early Help operational teams are practically equipped to undertake creative and useful voice work with CYP</p> <p>Business as usual via Department’s adoption of Signs of safety methodology</p>	<p>Ongoing</p>	<p>Voice lead & Service Managers</p> <p>Early Help</p>	<p>Learning and development opportunities published</p> <p>No. of staff completing training</p> <p>Feedback from training</p> <p>Examples of good practice collated</p>

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Objective:	How we will achieve:	Timescale:	Lead :	Measure of achievement/Evidence:
<p>Ensure that all staff in all services are aware of the requirements to: Update voice related activity as part of regular quarterly reporting and Delivery Plan Updates and make frequent use of Voice Inbox</p>	<p>Regular campaign to promote voice inbox</p> <p>Focussed work with Social Care and Education to increase submissions , including via the quarterly monitoring and Delivery Plan updates</p>	<p>Twice per year</p> <p>July 17 (SC) Dec 17 (ED)</p>	<p>Early Help Voice Leads</p> <p>Performance Team</p>	<p>Increased number of submissions via voice inbox and other planning/reporting structures</p>

Priority 3: Ensuring the views of Children, Young People is inclusive

Objective:	How we will achieve:	Timescale:	Lead:	Measure of achievement/Evidence:
To ensure that the Voice Offer is inclusive and seeks to address any inequalities	To hold a minimum of 4 Pop Ups and 2 targeted pop ups as required	Ongoing	Voice Leads	Case study Examples collated Attendance data Consultation results
To ensure that Young Carers feel heard	Focused consultation with young carers	Autumn 16	Young Carers Strategy Group CFS Voice Strategy Group	Consultation results
To listen effectively to very young children	Implement recommendations from the listening to Younger Children: Regional Participation Leads Report (Nov 2014)	March 2017	CFS Voice - Listening to younger children sub-group	Report checklist complete and recommendations become business as usual Case Audits demonstrate more effective voice work for younger children
To ensure that children with SEND and their families feel heard	Ongoing representation at specific forums i.e.SENDIASS Parent Forums Continue to involve children and families in the Local Offer Use a range of mechanisms to	Ongoing Ongoing Ongoing	SENDIASS/Voice Network SEND Teams/Early Help Voice Leads CFS Voice Strategy	Examples of "You said, we did" Cosultation results

Priority 3: Ensuring the views of Children, Young People is inclusive

Objective:	How we will achieve:	Timescale:	Lead:	Measure of achievement/Evidence:
	<p>hear the views of families with disabled children including evaluation work, online consultation and direct work with service users</p> <p>Support schools, CFS, and health to develop EHCP's using a person centred approach</p>	Ongoing	<p>Group/Disability Sub Group</p> <p>Early Help – EHCP Facilitators</p>	<p>Audit results Examples of “good” person centred plans</p> <p>Feedback from children and families</p>