

Swindon Children and Young People’s Participation Strategy 2021-2024 Action Plan

1. Recruitment - Children, young people and families are involved in all recruitment of roles and posts of those with whom they will have contact.

Where are we now? Children, young people and families are involved in some recruitment and some have received training for this.

Our aim	What are we doing about it?	Impact measures
<p>Children, young people and families are involved in recruitment of all roles that have contact with them.</p>	<p>By September 2022:</p> <p>Raise awareness of importance of participation of children, young people and family members in recruitment of appropriate roles.</p> <p>Establish and publish good practice expectations/framework for inclusion in recruitment. This will include encouraging services to make reasonable adjustments to recruitment timetables with regards to timings and locations to ensure children, young people and families are included in the process.</p> <p>Support and train children, young people and families to become interviewers.</p> <p>Participation Network to develop training and roll out to professionals in how to include and ensure meaningful participation of children, young people and families in recruitment.</p> <p>Create Participation Hub on Local Offer to act as resource bank which will include resources to support involvement of children, young people and families in recruitment including good practice guides, etc.</p> <p>Monitoring of participation in recruitment and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p> <p>By September 2023:</p>	<p>Those recruited to roles have shown ability to interact with children, young people and families leading to more successful recruitment.</p> <p>Asking those taking part in recruitment to rate their involvement according to the Slay and Penny Model of Participation in order to “close the loop”</p> <p>Long term, children, young people and families have increased ownership over services. At self-assessment points, part of this will include the difference children, young people and families have found in services since there has been increased involvement of them in the recruitment process.</p>

	<p>Training will continue to be undertaken by children, young people and professionals and further training developed where gaps are identified.</p> <p>Participation Hub will continue to be added to including information.</p> <p>Monitoring of participation in recruitment and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
	<p>By September 2024:</p> <p>Participation Hub will continue to be added to including information.</p> <p>Monitoring of participation in recruitment and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer. Outcomes to feed into setting priorities in next strategy.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	

2. Training - Children, young people and families regularly deliver training to the staff who work with them.

Where are we now? Children, young people and families are involved in training for foster carers but their involvement in training professionals who work with them is inconsistent across the Borough. A Participation Toolkit for professionals has been jointly developed with children, young people and families. A parent is involved in co-delivering the Cygnet training programme alongside an Educational Psychologist for parents and carers of children with ASC. The “Reshaping Conversations” training module, booklet and video has been developed by parents for professionals. A parent has been involved in the co-delivery of participation workshops for professionals. Young people contributed to the SEND workforce development plan.

Our aim	What are we doing about it?	Impact measures
	By September 2022:	

<p>Children, young people and families will regularly deliver training to staff who work with them.</p>	<p>Raise awareness of the importance of children, young people and families' involvement in training staff who work with them.</p> <p>Support and train children, young people and families to devise and deliver training to professionals.</p> <p>Create Participation hub on local offer page including area focused on training to include resources for professionals to access. To include training developed by children, young people and families accessible to all and framework of participation in training.</p> <p>Monitoring of participation in training and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer. This will include Participation Training becoming part of Swindon Borough Council's mandatory training modules.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>Training provided will have the insight of those with whom staff are working providing a better informed workforce.</p> <p>We have workforce who understands the lived experience of children and we can provide evidence of where improvements have been made as a result of what we have been told.</p>
	<p>By September 2023:</p> <p>Success of training reviewed on service/organisational basis.</p> <p>Further gaps identified on ongoing basis and resources created to support this.</p> <p>Monitoring of participation in training and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>Training will involve evaluations which will provide evidence of the impact and "closing the loop" to evidence what changes practitioners have made to their practice as a result.</p>
	<p>By September 2024:</p> <p>Further gaps identified on ongoing basis as above.</p> <p>Monitoring of participation in training and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with</p>	

	<p>children, young people and families they work with and report findings to be shared publicly on the Local Offer. Outcomes to feed into setting priorities in next strategy.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
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3. Consultation - Children, young people and families will be regularly consulted on new services and changes to services including understanding need; planning and design; service delivery; and feedback.

Where are we now? Children, young people and families are consulted on aspects of service delivery and design. For example, young people are involved in inspecting prospective placements, such as, semi-independent living placements, they are involved in writing their social care plans and are able to chair their own reviews. Children, young people and families participate across all levels of commissioning for SEND services. The Annual SEND Survey captures views from children, young people and families with regards to the SEND provision they receive. The annual summary report includes a “you said, we did” action plan.

Our aim	What are we doing about it?	Impact Measures
<p>Children, young people and families are part service design and development throughout the process, including:</p> <ul style="list-style-type: none"> - Understanding need; - Planning and design; - Delivery; - Feedback. 	<p>By September 2022:</p> <p>Raise awareness of how to include children, young people and families in planning service design and delivery.</p> <p>Providing training/support to children, young people and families to increase impact of their voices.</p> <p>Provide training/support to services/organisations to understand how to facilitate inclusion of children, young people and families in the process of planning services.</p> <p>Provide regular opportunities for children and young people to share what they think about services including any challenges they face in accessing the service or gaps in provision.</p> <p>Children and young people working collaboratively with professionals to create action plans on how issues will be addressed and are involved in monitoring changes.</p>	<p>Our services better serve our community as they are designed alongside them to ensure they provide what is needed</p> <p>Less children are on protection plans and have entered care because their families have been empowered to develop successful plans to keep them safe within their own home.</p> <p>Children consistently chair</p>

	<p>Identify meaningful roles for children and young people in supporting priority setting, monitoring and designing services.</p> <p>Feed back the difference children, young people and families' input has made therefore "closing the loop" by completing "you said, we did" templates and sharing these.</p> <p>Monitoring of participation in design and delivery of services and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>the own reviews/meetings when they feel able to.</p> <p>We will have fewer complaints and families will give us positive feedback regarding their experiences.</p>
	<p>By September 2023:</p> <p>Embed processes of consultation and feeding back to ensure "closing of the loop".</p> <p>Identify gaps and put in place support to bridge those.</p> <p>Monitoring of participation in design and delivery of services and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
	<p>By September 2024:</p> <p>Monitoring of participation in design and delivery of services and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer. Outcomes to feed into setting priorities in next strategy.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	

4. **Quality assurance - Children, young people and families have regular opportunities telling us how well we're doing and what we need to do to improve.**

Where are we now? The Children in Care Council and Care Leavers' Participation Group give feedback to the Corporate Parenting Board on reports and their pledge, consistently. Social Care audits include surveys for children, young people and families to provide feedback on services received. Findings from these surveys are regularly reported on to Senior Leadership within Swindon Borough Council. The SEND Young Inspectors provide feedback to schools and services to identify good practice and make recommendations for improvements. The Multi-agency Quality Assurance (MAQA) Group includes parents and meets regularly to improve the standard of Education, Health and Care Plans.

Our aim	What are we doing about it?	Impact Measures
<p>Children, young people and families will become part of quality assurance frameworks.</p>	<p>By September 2022:</p> <p>Raise awareness of importance of inclusion of children, young people and families in quality assuring work of services and organisations.</p> <p>Ensure regular opportunities available for children, young people and families to be involved in assessing the impact of services to ensure quality of provision and provide feedback on areas for improvement.</p> <p>Provide support/training to children, young people and families to increase impact of their voice.</p> <p>Provide support/training to services/organisations in how to include children, young people and families in quality assurance of their work.</p> <p>Offer a range of methods and opportunities for children and young people to use to let us know what they want or need e.g. videos</p> <p>Hold Experts by Experience Quality Assurance Week and encourage other organisations to do the same.</p> <p>Be clear which decisions individuals are able to take part in, how they choose to take part and when.</p> <p>Develop a Participation Resource Hub on the Local Offer which will include resources to support understanding of how to include children, young people and families in quality assurance processes.</p>	<p>Insight into the impact work professionals have on the children, young people and families they work with and how this is perceived. This will lead to improved, evidence-based support being put in place which is bespoke to the needs of the community.</p> <p>Provide feedback to Overview and Scrutiny and to the SSP to increase their understanding of the impact of services on those who receive support from them.</p> <p>Organisations have embedded systems where children, young people and families are regularly involved in audit activity, inspection weeks and walk the floor activities. Findings</p>

	<p>Develop mechanisms to support the provision of honest, transparent, timely and useful feedback to children and young people on how their input has been used.</p> <p>Monitoring of participation in quality assurance processes and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>from these activities are understood and improvements made as required.</p>
	<p>By September 2023:</p> <p>Continue to roll out training to organisations to support increased participation of children, young people and families in quality assurance processes.</p> <p>Monitoring of participation in quality assurance processes and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
	<p>By September 2024:</p> <p>Monitoring of participation in quality assurance processes and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer. Outcomes to feed into setting priorities in next strategy.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	

5. Strategic governance and decision-making - children, young people and families are regularly involved through representation at boards and meetings in strategic governance and decision-making.

Where are we now? Children, young people and families have some involvement in strategic decision-making but this practice is inconsistent. A Shadow Board of young people exists that feeds directly into the SEND Strategic Board and provides feedback for the Board from their perspective to inform decision-making and help drive change. Parents attend a wide variety of strategic decision-making boards and regularly meet with senior leaders. Children and young people are supported to provide feedback to the Council's Education, Health and Social Care Overview and Scrutiny Committee, which holds decision makers to account. Children in Care Council and the Care Leavers' Participation Group provide feedback on The Pledge and reports to the Corporate Parenting Board with some young people attending those meetings.

Our aim	What are we doing about it?	Impact measures
<p>Children, young people and families are regularly involved, in ways that work for them, in the work of all strategic governance and decision-making groups that affect them. They will be represented on all boards.</p>	<p>By September 2022:</p> <p>Raise awareness of importance and benefits of children, young people and family members being represented on strategic boards and involved in decision-making.</p> <p>Training and support given to professionals working with children, young people and families to increase understanding of how to ensure participation on these boards is meaningful and that their input influences decision-making.</p> <p>Training and support provided to children, young people and families to support them in ensuring their voice has impact.</p> <p>Resources to support inclusion of children, young people and families in strategic governance and decision-making centrally available in Participation Hub on the Local Offer.</p> <p>Monitoring of participation in strategic governance and decision-making and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>Strategic decision making is informed by those with lived experience in the areas in question. Children, young people and families taking part in decision-making ensures those decisions are well-informed and work for the community to provide better and more bespoke support.</p> <p>Children, young people and families will give feedback which will evidence improvements in participation according to the Slay and Penny Model of Participation.</p> <p>All boards can evidence representation of experts by experience and that those members are making a difference to the work of those boards.</p>
	<p>By September 2023:</p> <p>Continue to work with services/organisations to ensure inclusion of children, young people and families in strategic governance and decision-making.</p> <p>Monitoring of participation in strategic governance and decision-making and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation</p>	

	<p>Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
	<p>By September 2024:</p> <p>Monitoring of participation in strategic governance and decision-making and evaluation of its success undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer. Outcomes to feed into setting priorities in next strategy.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	

6. Communication - participation messaging is timely and consistent across all services and organisations working with children, young people and families.

Where are we now? Information is shared between different services and organisations and with children, young people and families. The Local Offer website is now accessible and informative. Co-production of the webpages with children, young people and families is embedded. Feedback for children, young people and families in the form of “you said, we did” reports, films and storyboards are routinely communicated through a range of channels. Good practice examples of participation are celebrated (e.g. through the Participation film library on the Local Offer website).

Our aim	What are we doing about it?	Impact measures
<p>There is consistency of communication in messages across all services and organisations working</p>	<p>By September 2022:</p> <p>Raise awareness of Participation Network and increase communication of opportunities through this, including use of the Mapping Tool.</p> <p>Increase engagement in Participation Network to ensure awareness of consultations and opportunities.</p>	<p>Increased consistency of communication will mean the right groups with lived experience are consulted on services that affect them to</p>

<p>with children, young people and families.</p> <p>There will be a regular and transparent pattern of “you said, we did” evidencing that action has been taken in response to feedback.</p>	<p>Provide advice and support to organisations for increasing their communication with children, young people and families with whom they work regarding opportunities and increasing transparency.</p> <p>Encouragement of completion of “you said, we did” templates to feed back on projects that have had input from our children, young people and families. These will be published centrally and sent directly to those who take part.</p> <p>Participation Hub on Local Offer will provide resources on increasing and improving communication and messaging.</p> <p>Regular reviews with children, young people, and their families of existing information platforms (e.g. Local Offer web site) will take place to ensure that it is relevant, appropriate, and accessible: recommendations actioned and adaptations recorded.</p> <p>Monitoring of improvement in communication undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	<p>improve service design and delivery.</p> <p>We will see an embedded model of “you said, we did” regularly utilised to evidence participation of children, young people and families in the work of our services/organisations.</p> <p>“Closing the loop” on communication will ensure our children, young people and families continue to participate as they are able to see the difference their feedback has made.</p>
	<p>By September 2023:</p> <p>Continue to increase reach and engagement of organisations in Participation Network.</p> <p>Monitoring of improvement in communication undertaken using self-assessment tool with returns to be reviewed by the Participation Network who will consult with children, young people and families they work with and report findings to be shared publicly on the Local Offer.</p> <p>Annual Participation Conference to be held to celebrate examples of good participation across Swindon and to share findings from self-assessment returns.</p>	
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