

**Listen more  
and assume  
less too**

**The views of  
children and  
young  
people in  
East Lothian**

**Report by  
the  
Involvement  
Officer**

**Department of  
Education and  
Children's  
Services,  
East Lothian  
Council**

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**EDUCATION & CHILDREN'S SERVICES**

# Introduction

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## Why we should listen more and assume less

East Lothian Council and our Community Planning partners are committed to making sure that looked-after children and young people, and their families and carers, are involved in making decisions and planning for their care, education and development. Since 2007, we have employed an Involvement Officer. Her role is to

set up systems, initiatives and procedures to involve children, young people and their families in how we plan and deliver integrated services in East Lothian. *Listen more, assume less* follows on from [Listen more and assume less](#). It will provide you with:

**'All young people should get treated with respect no matter who they are or what they do'**

**Young Person, 'Right Blether' event at Knox Academy, 2010**

- an update on progress made in meeting the actions listed in *Listen more and assume less*
- what needs to be done to address new issues arising from consultation and the involvement of children, young people and their families.

We hope that all involved in the Community Planning Partnership (front-line staff and managers, Head Teachers, Executive Directors, and Elected Members) will take this report into account when planning services for children young people and their families.

## How to use this report

This report provides you with:

- an understanding of the views of young people
- the outcomes that have been measured
- an insight into the various methods used to engage with children and young people.
- an update on the progress being made in addressing actions achieving positive outcomes for children and young people
- a list of further actions in response to the issues that have been identified.

### What is Viewpoint?

**Children's Services uses the Viewpoint online survey system to look at how to involve service-users in decision-making processes and the development of services. Viewpoint is designed to record the views of young people and their carer's.**

## SHANARI

All local authorities work to Scottish Government guidance which says that every child must be:

- **Safe**
- **Healthy**
- **Achieving**
- **Nurtured**
- **Active**
- **Respected**
- **Responsible**
- **Included**

Throughout this report, you will see that we use SHANARI. This represents the 'seven well-being indicators'. They are used by local authorities, health and inspection agencies to try to find out how well wide range of services meet children and young people's needs.

### Structure of the report

The report has eight sections:

- Section 1 – Executive Summary- key findings
- Section 2- key findings from Viewpoint about children and young people who are looked after and accommodated (LAAC)
- Section 3 - key findings from Viewpoint about children and young people who are looked after (LAC).
- Section 4 – key findings from interviews with young people who are involved in child protection (CP)
- Section 5 – key findings on Additional Support for Learning (ASL)
- Section 6 – key findings about transition
- Section 7 –involving young people in recruitment and selection
- Section 8- additional activities including events for children and young people in foster care, a Right Blether, Family Led Information Point and Access all Areas.


At the end of most sections, you will find a list of the actions that are being taken or that need to be taken. If you know of any actions that have been taken to address the issues raised by young people in this report that haven't been listed, please contact the Involvement Officer (01620 827 167/ email [children&families@eastlothian.gov.uk](mailto:children&families@eastlothian.gov.uk))

The report will be updated and distributed twice a year.

## Appendices

At the back of this report you will find these appendices:

- Appendix 1 – List of all actions
- Appendix 2 – List of Additional Reports
- Appendix 3 – Why involve?
- Appendix 4 – Feedback Loop



If you would like further information on where the evidence for this report comes from, please email [children&families@eastlothian.gov.uk](mailto:children&families@eastlothian.gov.uk)

## Section 1

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### Listening to the views of children, young people, parents and carers

In Scotland, services for children are trying to work together to provide integrated children's services. This should include encouraging a culture of participation. This means that the views of children, young people and their families are listened to and acted upon. Since February 2010, young people participated in around 20 consultation and involvement activities. For example, young people participated in the recruitment process for three Chief Officer posts as well as the recruitment of residential staff and the LAAC Reviewing Officer. Young people in foster care participated in a fun activity event and shared their views on the trusted adult initiative. Young people, parents and carers contributed their views to a local conference called 'For East Lothian's Disabled Children'. Their views informed the action plan arising from this event.


The list below will give you a brief insight into common themes expressed by children, young people and their families.

#### Common themes

- Most young people who are LAAC or on a Child Protection register report that they feel safe where they live.
- Young people who are LAAC report that they would like to see friends and family more often.
- Young people on the CP register report difficulties with sleep and feel tired during the day.
- Young people aged 10 or more have a better understanding of child protection processes. This still needs to be improved upon for the younger age group.
- Most young people who are LAAC and on the CP register report they have an adult that they can talk to about how things are going.
- Young people report really high satisfaction rates with support that they get from Children's Services



**LAAC = looked after and accommodated. These are children and young people placed with foster carers, in a residential unit setting, or with relatives by the local authority or by the Children's Hearings system.**



**Every area in Scotland has a Child Protection Register which is held by the social work department. The Register is a list of names. A child or young person's name is placed on the Register when there are serious concerns about their safety or serious concerns about how they are being looked after.**

Throughcare and Aftercare Team (TAC)

- Pathway planning needs to improve as less than half of all young people who responded to a consultation report that they have pathway plan.
- Families report really positively about the help they get from the family support service.
- Parents also report that there are gaps in support for siblings who have a brother or sister with a disability. Parents felt that school staff should be aware of the situation that siblings may be in and how they too may need additional support.
- Parents have also advised that acronyms such as SHANARI and GIRFEC (Getting it Right for Every Child) need to be explained to both parents and young people.
- Numbers of young people with additional support needs participating East Lothian's summer activity programme increased from two in 2008 to 22 in 2009, and then 48 in 2010.
- Even though the summer activity programme is becoming more accessible, parents of children with additional support needs report that more should be done to support and include their children in mainstream services, for example, after-school clubs, community groups and sports and leisure facilities.

## Section 2

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### Children and young people who are looked after and accommodated (LAAC)

#### Key findings gathered through Viewpoint

From 1 January 2010 to 1 November 2010, looked-after and accommodated children and young people completed a total of 88 Viewpoint questionnaires.

##### Sample

The sample of children and young people reported on is not necessarily representative of all children and young people in East Lothian. Any differences observed could have occurred by chance, or could be affected by other factors such as length of time in care or length of time at placement.

##### Who was in our sample?

- 7 of these young people were aged 5-7.
- 14 were aged 7-9.
- 27 were aged 10-14
- 2 were aged 15 plus.

LAAC = looked after and accommodated. These are children and young people placed with foster carers, in a residential unit setting, or with relatives by the local authority or by the Children's Hearings system.

The most *positive* responses related to:

- ☺ feeling safe where they live right now
- ☺ involvement in reviews
- ☺ not having any health worries.
- ☺ getting help to understand their care plan
- ☺ having information about their review meeting
- ☺ getting help from their social workers.

The most *negative* responses related to:

- ☹ not being able to see friends enough
- ☹ no being happy with contact arrangements with friends and family
- ☹ not having enough life-story information
- ☹ not discussing care [Ed: with whom?]
- ☹ not being able to do hobbies as often as they liked
- ☹ not having a bank account.

## Outcomes

### Safe

Most young people say they feel safe in their placement.

- 86% of the 5-7 age group say they feel safe where they live now
- 93% of 7-9 age group say they feel safe where they live now
- 87% of 10-14 group say they feel safe where they live now.

### Healthy

- Children and young people were more positive about positive about their sleep compared to the findings in the previous *Listen More Assume Less* report.
- In February 2010, under half of the 10-14 said they definitely slept well or had no problems sleeping compared to 76% of young people aged 10-14 who reported that they didn't have any problems sleeping in November 2010..
- 85 % of young people aged 10-14 reported that they didn't have any worries or concerns about their health..
- 72% of young people aged 10-14 reported that they had someone to talk to about their health.

### Achieving

- Around three-quarters of the 10-14 group said they had no worries at school.
- 89% of young people aged 10-14 reported that they went to school every day.
- 63% of young people aged 10 -14 reported that they did not get bullied at school but 34% reported that they sometimes got bullied at school.
- Three-quarters of the 7-9 group said they definitely got enough help with school and reported that they were happy at school.

### Nurtured

Children and young people in the 7-9 and 10-14 groups gave the most positive responses for feeling 'OK', 'happy' or 'settled' in their placement.

- In Feb 2010 less than half of the 10-14 group said their carer definitely noticed when they did well at something. This figure has improved as 68% of young people from the 10-14 group said their carer definitely noticed when they did well.
- Most of the 7-9 group, however, said their carer definitely told them when they had done well at something.
- Three quarters of young people aged 10-14 report that they could talk to their carer/foster carer.



### Active

- 88% of young people aged 10-14 reported that they exercised or played sports twice or more during the week.
- Most young people reported that their foster carer or carers encouraged young people do their hobbies.
- Less than half of the 10-14 group said they could definitely do their hobbies as often as they liked, with two saying 'not really'.

### Respected and responsible

- The older age groups (10 years and over) were positive about complaints information.
- 88% of young people aged 10-14 reported that they were aware that they had a care plan and 86% reported that they got help to understand what was in their care plan.
- 93% of young people reported that they knew how to make a complaint if they were unhappy about something.
- 100 % of young people aged 10-14 were aware that the information gathered in their Viewpoint reports will be used in their reviews.

### Included

- 66% of young people aged 10-14 reported that they were definitely going to their next review. 17% were not sure.

Contact with friends and family was one of the main areas where children and young people across all ages gave more negative responses.

- 58% of the 7-9 age group reported they saw their family and friends when they wanted
- 40% of the 7-9 age group reported that their friends could come and see them where they live.

Actions be taken (March 2010)	Who is responsible?	Progress (Oct 2010)
Continue working to ensure that all children and young people who are 'LAAC' get good support with planning for their transition both within children's services and across agencies.	Children's Services/All Agencies	High satisfaction rates with support from TAC Team, but pathway planning needs to improve as less than half of respondents report that they have pathway plan.
We will work to ensure that multi-agency training on attachment is extended across all agencies	GIRFEC Training Group	Multi-agency training on attachment is currently being delivered
Produce a policy on Corporate Parenting in	Integrated Children's Services LAC Planning	East Lothian's Corporate

East Lothian	Group	Parenting policy has been developed and agreed.
Address care and support issues in placement	Children's Services Resource Management Team	Arrangements have been made 'Sleep Scotland' to provide advice and information to foster carers on supporting children and young people with sleep matters.
Develop the content and use of the Viewpoint questionnaire for LAAC	Involvement Officer and Children's Services Staff	Involvement Officer is currently working with Viewpoint to revise LAAC and CP questionnaires at a national level.

Actions to be taken (Nov 2010)	Who is responsible?	Progress (Nov 2010)
Organise and host National Viewpoint meeting with a view to sharing practice developments and develop LAAC CP questionnaire	Children's service Development Team	The event will take place on the 17th <sup>nd</sup> March in Haddington

## Section 3

### Young people who are looked after at home

In 2009, the Involvement Officer carried out interviews with young people about their experience of supervision orders in East Lothian. The findings were taken into account by the Review of Services for Looked-after Children that was undertaken by East Lothian Council's Children's Services. We carried out semi-structured interviews with three parents and three young people who are currently on supervision orders at home.

Please note that these numbers are very small and their views cannot be taken as representative of all young people who are looked after and accommodated.

The most *positive* responses from young people gathered through these interviews related to:

- ☺ support from staff at ELIS
- ☺ getting support to deal with behavioural issues
- ☺ having a social worker that listens to you.

The most *negative* responses related to:

- ☹ not knowing what a Supervision Requirement
- ☹ too many school staff going to meetings about them
- ☹ not getting enough support at mainstream school
- ☹ not getting enough support to plan for their future.

#### Looked-after children

A significant proportion of looked after children are looked after at home by their parents. Most of these children and young people will have appeared at a children's hearing. The Children's Hearing will have made a legal supervision requirement resulting in the young person becoming looked after. The aim of a supervision requirement for a child or young person living at home is to promote beneficial changes in their life while enabling them to remain at home.

Actions to be taken(March 2010)	Who is responsible?	Progress (Oct 2010)
Involve young people in developing a leaflet that explains what a supervision order is.	Involvement Officer and Public Information Officer	SCRA developed information resources. Involvement Officer to publicise this information to practice teams.

Support school staff through training on 'We can and must do better' to ensure their provision is inclusive to all children and young people.	Sub-group of the Integrated Children's Services LAC Planning Group	Check with Training on 'We can and must do better' was delivered to staff in all young person units and the Training officer is producing a draft plan on how this training can be further rolled out to multiagency settings.
Implement Viewpoint questionnaires for the purposes of LAC Review meetings and extend knowledge base on the experience of young people who are 'LAC'	Involvement Officer	LAC viewpoint questionnaire was introduced in June 2010.

<b>Actions to be taken (Nov)</b>	<b>Who is responsible?</b>	<b>Progress (Oct 2010)</b>
Organise and host National Viewpoint meeting with a view to sharing practice developments and develop LAAC CP questionnaire	Children's service Development Team	The event will take place on the 17 <sup>th</sup> March in Haddington
Deliver training on Corporate parenting to Chief Officers and Elected members	Who Cares? (Scotland) Involvement Officer (Children's Services)	Training will be delivered in the 7 <sup>th</sup> December

## Section 4

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### Young people involved in child protection– key findings gathered through Viewpoint

From 1 January 2010 to 1 November 2010, a total of 18 Viewpoint questionnaires were completed by children and young people who are on the Child Protection Register.

- nine of these young people were aged five to seven .
- five were aged seven to nine.
- four were aged 10 years and over.
- 12 were male
- six were female
- 17 identified themselves as being white/British/Scottish
- one young person identified himself as white British/another British background

The most *positive* responses from young people gathered through Viewpoint were about:

- ☺ feeling safe where they lived
- ☺ having a grown up they liked talking to was helpful
- ☺ knowing why social workers were helping their family
- ☺ knowing that there was someone that they could trust or talk to when they were upset
- ☺ talking to their social workers about how things were going.
- ☺ knowing why their child protection meetings were taking place
- ☺ giving views using a computer.

The most *negative* responses related to:

- ☹ feeling sick or unwell sometimes for the (five to seven age group)
- ☹ sleeping well and getting up okay in the morning
- ☹ feeling tired a lot during the day (all age groups)
- ☹ not attending child protection meetings
- ☹ not knowing what the child protection register means (seven to nine age group).

### Outcomes

#### Safe

- Ninety percent of young people aged five to seven reported they felt safe where they live.
- Forty-four per cent of young people aged five to seven reported that they felt scared or upset sometimes about things that happen at home.
- Eighty per cent of young people aged seven to ten reported that they felt safe where they live.

- Forty-four per cent of young people aged seven to nine reported that they felt scared or upset sometimes about things that happened at home.
- One hundred per cent of the ten years and overage group reported that they felt safe at home.

### Healthy

- Seventy-eight per cent of young people aged five to seven said that they felt sick or unwell sometimes.
- Twenty per cent of young people aged seven to nine reported that they felt sick or unwell sometimes.
- Eighty eight per cent of young people aged five to seven reported that they felt tired during the day.
- 80 per cent of young people aged seven to nine reported that they felt tired during the day.
- Seventy-five per cent of young people aged ten years and over reported that they did not have any worries or concerns about their health.

### Achieving

- One hundred per cent of young people aged seven to nine reported that they didn't miss school much.
- Eighty per cent of young people aged seven to nine reported that they got all the help that they need with their school work.
- Forty per cent of young people aged seven to nine reported that they got into trouble at school.
- Fifty per cent of the ten years and over group age group tried to avoid going to school quite often.
- Seventy-five per cent of the ten years and overage group reported that feeling tired made lessons difficult for them.

### Nurtured

- Ninety per cent of young people aged five to seven reported that they found it easy to talk to their parent or carer.
- Eighty per cent of young people reported that their parents or carers sometimes did things that upset them or made them feel uncomfortable.
- Four of the young people aged ten years or over described their relationship with their parent or carer as up and down, whilst 50 per cent described it as OK.
- Eighty per cent of young people aged 10+ reported that it was sometimes easy to talk to their parent or carer or another adult if they were worried or concerned about something.

### Respected and responsible

- Fifty per cent of young people aged five to seven reported that they know why there are people helping their family.
- All the young people aged ten years and over knew that their name was on the child protection register.

- All the young people aged ten years and over knew why their child protection meeting was taking place
- One hundred per cent of children aged ten years and over reported that they had been told that a child protection meeting would be taking place.

### Included

- Eighty-nine per cent of young people aged five to seven reported that their social worker talked to them about what they were doing to help them sometimes or most of the time.
- Eighty per cent of young people aged seven to nine reported that they met the people helping them and talked about how things were going.
- Eighty-two per cent of young people aged ten years and over reported that they had never been to a child protection meeting before.
- Seventy-five per cent of young people aged ten years and over reported that they would like to give their views on a computer and for these to be presented at their child protection meeting.

**Young people aged 10 plus show a better understanding of why their child protection meeting is taking place**

#### Actions taken (March 2010)

Explore the best ways of involving and ensuring that the views of children and families are heard at child protection meetings

Improve access to advocacy services available to children and young people

Involve Children and young people in the development of information and communication strategies

#### Who is responsible?

Involvement Officer, Child Protection Manager, Children's Services Area Managers

Children's Rights and Advocacy worker (Who cares? (Scotland)), Child Protection Manager, Children's Services Area Managers, Lead Officer for the Child Protection Committee

Involvement Officer, Child Protection Manager, Children's Services Area Managers, Lead Officer for the Child Protection Committee

#### Progress (Oct 2010)

A briefing note was prepared in conjunction with children's services staff advising staff on best practice in this area

Children's Rights and Advocacy Worker is currently working with six young people on the cp register. Who Cares? Scotland to produce update reports on this work. Draft leaflets for children and young people that explain child protection process have been prepared.

## Section 4

### Young people with Additional Support for Learning (ASL) needs

Twenty-eight pupils completed questionnaires and took part in focus groups during class-time in three different schools in East Lothian. These groups felt that:

- ☺ young people enjoyed school on both an academic and social level. They felt they received support with their work but also with personal problems
- ☺ they were supported by a variety of people but in particular the school nurse and guidance teacher
- ☹ most were aware that they could attend meetings but many chose not to. This may have been because of an assumption that meetings are 'when you get into trouble'
- ☹ very few of the young people had heard of the ASL Act and the terms surrounding it
- ☺ young people enjoyed the focus groups because they could give their opinion and share experiences with others.

<b>Actions taken</b>	<b>Who is responsible?</b>	<b>Progress (Oct 2010)</b>
Develop a Communication Strategy to facilitate information sharing with parents/carers of children/young people with additional support needs.	Involvement Officer and Public Information Officer	Family Led Information Point (Parents and carers group) currently advise the public Information Officer on information resources for children and families with ASN.
Extend the use of Viewpoint to Co-ordinated Support Plan planning	Involvement Officer, Inclusion and Equality Team	Alternative accessible methods are being promoted. Viewpoint are working to make their IT systems more accessible.
Professionals will share ideas about how to improve working relationships with children and young people.	Getting it Right for Every Child (GIRFEC) Group	GIRFEC training for staff has taken place and guidance on 'Involving children and Young People in Meetings' has been drafted.



## Section 5

### Transition (moving from one setting to another)

We consulted nine young people who received a throughcare and after care service. Young people were asked to fill in a questionnaire and attend an annual event. Take up for the annual event was very poor and it was agreed that the feedback questionnaire would be circulated on an annual basis and the results would be used to inform how the TAC service could be improved.

#### Findings from TAC consultation

- Ninety per cent of young people reported they were happy with the way the TAC team has helped them.
- Eighty per cent of young people reported that they felt a little safer as a result of the TAC service
- Eighty per cent of young people reported that their worker listened to their views
- Ninety per cent of young people were given support to manage and access their income
- Ninety per cent of young people were given support to access further training and employment opportunities
- Eighty per cent of young people felt their worker listened to their views and took them into account when making decisions
- Less than half of the young people reported that they had a pathway plan in place
- Seventy per cent of young people reported that their worker supported them to access permanent accommodation
- One hundred per cent of young people reported that they knew how to make a complaint if they were unhappy with the service they received.
- 'Our Lives Our Future' is an information pack for children and young people. It provides young people with information on a range of services both locally and nationally. Young people contributed to the design of this pack. The pack was made available to all young people aged 15 plus on USB sticks.

Actions taken	Who is responsible?	Progress (Oct 2010)
Redesign of Pathway Planning materials and training of all Multi-Agency staff	Throughcare and Aftercare (TAC) Team Leader/Children's Services Strategic Policy Officer	Staff have been trained in using the new materials and are using them.
All young people aged 15.5 and beyond to receive a Pathway Review rather than a	Chairpersons of all Reviews	This is now usual practice

## Looked After and Accommodated Review.

Pathway Reviews to continue after young person has ceased to be Accommodated

Chairpersons of all Reviews (although this will not be possible for LAAC Reviewing Officer)

This is happening in some instances and will increase as time goes on

Various employability/further education initiatives developed:

- Work Experience Co-ordinator appointed. Developing extended work experience within ELC and beyond

East Lothian Council Work Experience Co-ordinator

This is ongoing and includes shared practice with Bridges Project in Musselburgh

- Lothian Skills Centre (The Shed) Get Ready for Work (GRfW) initiative developed.

Integration Planning Officer

This is in operation

- Bridges Project Way to Work working in partnership with Children's Services.

Youth Justice and TAC Team Area Manager and TAC Team Leader

This is in operation. Bridges project base a member of staff within Children's Services for part of the week.

- Rathbone 'Life Skills' Get Ready for Work initiative developed with priority for LAC/LAAC (and ex) Young People.

Youth Justice and TAC Team Area Manager and Skills Development Scotland

This is in operation. Currently recruiting for a new intake

- Towards Leaving Care (TLC) initiative developed with City of Edinburgh and Midlothian Councils in partnership with Jewel & Esk, Stevenson and Telford Colleges

City of Edinburgh with involvement of East Lothian Council Youth Justice and TAC Team Area Manager, Inclusion Officer and Educational Psychology Service

This is working well with a particularly good partnership developed between ELC and Jewel & Esk College

## Section 6

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## ‘Your Views’

Children’s Services introduced the ‘Your Views’ questionnaire in June 2008. ‘Your Views’ is a feedback questionnaire that is offered when a young person is ending their involvement with a service. We gathered this feedback from all teams in Children’s Services. To date, 35 young people have completed ‘Your Views’ forms. Most of the young people who completed the forms received a service from the Youth Justice and the Integration teams.

<b>Actions taken (Feb 2010)</b>	<b>Who is responsible?</b>	<b>Progress (Oct 2010)</b>
Encourage wider use of ‘Your Views’ across Children’s Services	Involvement Officer	‘Your Views’ questionnaires are now available on Framework i
Ensure the data gathered through ‘Your Views’ is used to inform service planning and delivery	Involvement Officer	This work is still ongoing

## Section 7

### Involving young people in recruitment and selection

Since 2008, young people have participated in the recruitment and selection for some posts. These include:

- a new Children's Rights and Advocacy Service in East Lothian
- a Reviewing Officer
- Four Residential Childcare Workers
- Executive Director of Education and Children's Services
- Head of Education Services
- Head of Children's Services.

Involving Service users in recruitment and selection is going to be embedded into East Lothian's Corporate recruitment and selection policy. Consideration will need to be given to service user and carer involvement in relation to all future posts within East Lothian Council. Guidelines on how Education and Children's Services do this are currently being produced.

In November 2010, six young people were currently involved in the recruitment of the new Head of Children's services. Feedback from the young people who took part in recruiting the Head of Children's Services was really positive. In spite of their nerves before the interview, the young people involved gradually gained in confidence towards the end of the process and gave the experience a nine out of ten. The following letter written by a young person was sent out to all the candidates applying.

*Dear applicant,*

*In order to get this job as Head of Children's Services, young people like me believe you should have many personal qualities. Qualities such as the ability to have fun, keep young people safe and be organised are very important.*

*I also think children should be able to trust you as after all it is their future in your hands. You have to be reliable and be willing to listen to anyone with any problem big or small.*

*It is very important that you keep young children safe and that you make sure the things you are using your budget for is important to the children, meaning you ask for and listen to kids' views.*

*It is also important that you have experience of working with young people and that you ensure social workers spend time with kids and treat staff well. You need to be a good leader even in the worst of times. You need to be imaginative and be able to come up with ideas.*

*As a child myself, working with my classmates who have social workers, I believe you should support them well. Some struggle in and out of school and I would hope the new Head of Children's Services could support them and encourage them into trying new things to get them off the streets and prevent them from being a young offender or being disowned.*

*Do you have what it takes?*

*Good Luck*

*Yours sincerely*

*Young Person  
Ross High (S4)*

<b>Actions taken (March 2010)</b>	<b>Who is responsible?</b>	<b>Progress update (Oct 2010)</b>
Develop further guidance on involving young people in recruitment and selection	Involvement Officer and Children's Rights and Advocacy worker (Who Cares? (Scotland))	Draft guidelines have been developed and the requirement to involve service users has been incorporated in to East Lothian Council's new recruitment and selection policy

## Section 8

### Other developments

#### Event for Children in Foster Care

In June 2010, 14 children who are currently in foster care participated in an afternoon of fun and activities. The young people who attended got a chance to learn about the 'Trusted Adult' scheme and adults learned that we need to make sure get information about the 'Trusted Adult' scheme in a child friendly way. An animated story that explains to young people about the 'Trusted Adult' scheme is currently going to print. There are now plans to hold annual events for children and young people in foster care.


Actions taken	Who is responsible?	Progress (Oct 2010)
Organise consultation activity and fun event in 2011 for young people aged 13 plus	Children's Services and Who cares? Scotland	Planning meeting to take place in November
Produce accessible information on trusted adult for children and young people	Public Information Officer	Draft is going to print in November 2010

#### A Right Blether and Listen and Learn sessions

East Lothian has engaged in a number of *right blether* activities in conjunction with the Scottish commission for the Rights of Children and Young people. In September 2010, 25 children from five East Lothian primaries came together to work on identifying important issues to children in East Lothian. Their views were gathered using arts and crafts and have been compiled into a national exhibition.

Throughout October 2010, the Director of Education and Children's Services, Don Ledingham, met with pupils in all secondary schools in East Lothian. Don also met with young people at the East Lothian Inclusion Service. During these lively sessions, he promoted awareness of *Article 12 of the United Nations Convention on the Rights of the Child (UNCRC)*.

Young people then shared their views on important matters that affect them at school and in their communities.. These events have been co-facilitated by Community Development and this has helped strengthen the way council departments and agencies can work together to engage with children and young people. The views gathered from all these sessions will be pulled together and analysed and we hope to identify priority issues that will be presented at an event



**a RIGHT blether** was a national consultation to make sure children and young people's opinions about what is needed to improve and safeguard the quality of their lives

for young people during February 2011. This event will also mark the 21<sup>st</sup> anniversary of the UNCRC and the 'International year of youth'.

Schools and community groups were also taking part in the Big Vote (*a right blether*) during November 2010. Young people voted on the most important issues for them and this information will inform Tam Bailie (Scottish Commissioner for Children and Young People) on what he should be doing to protect and promote children's rights in Scotland.

Actions taken	Who is responsible?	Progress
Analyse and present findings from 'listen and Learn' sessions and a Right Blether's big vote	Involvement Officer and Dialogue Youth Officer	Ongoing
Organise celebration event for children and young people in Feb 2011	Involvement Officer and Dialogue Youth Officer	Ongoing
Continue to promote the UNCRC within the school curriculum and community groups	Quality improvement Officer's in conjunction with schools. Involvement Officer and Dialogue Youth Officer	Ongoing

## Pupil Survey

The bi- annual pupil survey that is administered via Lime Survey was administered to all P6 and S4 pupils in November 2010. The questionnaire has been amended to include additional questions that relate to community safety, participation, child protection and environmental issues. Having one questionnaire that goes out to a large pupil population brings a number of benefits, including that:

- the findings can be shared between Community Planning Partners
- the findings can inform individual service planning as well as Integrated Children's Services Planning
- it avoids duplication where young people may be asked to fill in different questionnaires
- it is a performance measurement tool, whose findings tell us how well we are doing and what areas do we need to improve on
- a higher number of returns can give better predictive facility.

The results of the pupil survey will be reported on in *Listen More Assume Less 3*.

Actions to be taken	Who is responsible?	Progress
Ensure results are analysed and shared with Community planning partners	Members of the Participation steering group	Questionnaire content has been agreed and will be administered to all S2 and S6

## Review of the Summer Activity Programme

Children Services worked in partnership with Community well-being to find out the views of parents whose children had additional support needs about the Summer Activity Programme 2010. We gathered the views of parents by questionnaire. Following this consultation, additional activities for children and young people with additional support needs were put in place. Forty-eight children and young people with additional support needs took part in these activities in 2009. In 2008, this figure was just two.

Actions to be taken	Who is responsible?	Progress
Ensure the recommendations made as a result of the review are acted on.	Community Well-being and Children's Services	Produce report on the summer activity programme 2010 and present findings and recommendations to the community well-being planning group.

## Family Led Information Point (FLIP)

Parents calling Parents' have rebranded themselves and are now called 'Family led Information Point'. This is a group for parents who have a child/relative with additional support needs. Approximately 50 parents are on the mailing list for minutes and information from this group. The group meets once a month and has a role in advising services on how their information resources could improve as well. The parents are working towards have their own website that holds useful information for parents as well as minutes of their meetings. To date parents have influenced the information in a leaflet about ASL. Parents have also invited different speakers to their group. They learned about GIRFEC and what SHANARI meant? Parents had no idea what these abbreviations stood for. Parents met with staff from the Educational Psychology service, and recently met with Kirsten Baird from the Special Needs Play Scheme. In 2011, parents have agreed that they will represent FLIP and attend the Integrated Children's Services Planning Group for Disability. Parents will play a key role in reporting back on key issues that arise in their meetings. Inclusion and access to mainstream services for children and young people with ASL is a major area that they would like to see improvements on.

Actions to be taken	Who is responsible?	Progress
Promote FLIP to all parents who have a child with additional	Involvement Officer in conjunction with	FLIP logo is currently being



support needs	parents and Public Information Officer	designed. Promotional campaign will begin in Jan 2011
Set up an information portal for parents who have a child with ASL	Involvement Officer in conjunction with parents and Public Information Officer	Ongoing
Support parents to be represented in the Integrated Children's Services Disability subgroup	Involvement Officer	Ongoing

### Access all Areas

Since September 2009, the Dialogue Youth Officer and the Involvement Officer have been working with Young Scot and the English as an Additional Language Outreach teacher with a group of young people from minority ethnic communities living in East Lothian. Five of the young people come from Poland, one from Portugal, one from Hungary and another young person comes from China. The purpose of the 'Access all Areas' project is to support young people from Black Minority Ethnic (BME) communities to gain confidence to speak up about local issues and consult with their communities about this. In doing this, young people have had the opportunity to discuss local issues, make video blogs and participate in a range of team-building games. Outcomes from this group will be reported on in future on a video that is currently being worked on by Young Scot. This video will be presented to the Community Planning Partnership Board. A bid for Diversity Challenge funding to support continued work with young people from BME communities has been submitted.

Actions to be taken	Who is responsible?	Progress (Nov 2010)
Promote access all areas video to all community planning partners	Dialogue Youth Officer and Involvement Officer	Access all Areas video will be finished in Dec 2010
Access funding via Equalities to sustain the Access al Areas Group	Dialogue Youth Officer and Involvement Officer	Funding bid has been submitted

# Appendix 1

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## List of actions and who is responsible

### Looked-after and accommodated children (LAAC)

Action	Who is responsible?
Continue working to ensure that all children and young people who are LAAC get good support with planning for their transition both within children's services and across agencies.	Children's Services/all Agencies
Work to ensure that multi-agency training on attachment is extended across all agencies	GIRFEC Training Group
Produce a policy on Corporate Parenting in East Lothian	Integrated Children's Services, Looked-after Children (LAC) Planning Group
Address care and support issues in placement	Children's Services Resource Management Team

### Looked-after children (LAC)

Action	Who is responsible?
Involve young people in developing a developing a leaflet that explains what a supervision order is.	Involvement Officer, Public Information Officer
Support school staff through formal supervision and training on <i>We can and must do better</i> to ensure their provision is inclusive to all children and young people.	Sub-group of the Integrated Children's Services LAC Planning Group
Implement Viewpoint questionnaires for the purposes of LAC Review meetings and extend knowledge base on the experience of young people who are LAC	Involvement Officer

## Child protection

Actions taken	Who is responsible?
Explore the best ways of involving and ensuring that the views of children and families are heard at child protection meetings	Involvement Officer, Child Protection Manager, Children's Services Area Managers
Improve access to advocacy services available to children and young people	Who Cares? Scotland Children's Rights and Advocacy worker, Child Protection Manager, Children's Services Area Managers, Lead Officer for the Child Protection Committee
Involve Children and young people in the development of information and communication strategies	Involvement Officer, Child Protection Manager, Children's Services Area Managers, Lead Officer for the Child Protection Committee

## Additional Support for Learning (ASL)

Action	Who is responsible?
Develop a Communication Strategy to facilitate information sharing with parents/carers of children/young people with additional support needs.	Involvement Officer, Public Information Officer
Extend the use of Viewpoint to CSP planning	Involvement Officer, Inclusion and Equality Team
Professionals will share ideas about how to improve working relationships with children and young people Getting it Right for Every Child (GIRFEC) Group.	Getting it Right for Every Child (GIRFEC) Group

## Transition

Action	Who is responsible?
Redesign of Pathway Planning materials and training of all Multi-Agency staff	Throughcare and Aftercare (TAC) Team Leader/Children's Services Strategic Policy Officer
All young people aged 15.5 and beyond to receive a Pathway Review rather than a Looked After and Accommodated Review.	Chairpersons of all Reviews
Pathway Reviews to continue after young person has ceased to be Accommodated	Chairpersons of all Reviews (although this will not be possible for LAAC Reviewing Officer)
Various employability/further education initiatives developed:	
<ul style="list-style-type: none"> <li>• Work Experience Co-ordinator appointed. Developing extended work experience within ELC and beyond</li> </ul>	East Lothian Council Work Experience Co-ordinator
<ul style="list-style-type: none"> <li>• Lothian Skills Centre (The Shed) Get Ready for Work (GRfW) initiative developed.</li> </ul>	Integration Planning Officer
<ul style="list-style-type: none"> <li>• Bridges Project Way to Work working in partnership with Children's Services.</li> <li>• </li> <li>• Rathbone 'Life Skills' Get Ready for Work initiative developed with priority for LAC/LAAC (and ex) Young People.</li> </ul>	Youth Justice and TAC Team Area Manager and TAC Team Leader
<ul style="list-style-type: none"> <li>• Towards Leaving Care (TLC) initiative developed with City of Edinburgh and Midlothian Councils in partnership with Jewel &amp; Esk, Stevenson and Telford Colleges</li> </ul>	City of Edinburgh but with involvement of East Lothian Council Youth Justice and TAC Team Area Manager, Inclusion Officer and Educational Psychology Service
Existing Council complaints procedure agreed as most appropriate for use	East Lothian Council Complaints Manager, TAC Team Leader, East Lothian Council Youth Justice and TAC Team Area Manager
New 'Leaving Care' document developed based on Scottish Government Template	TAC Team Leader and TAC Team student placement

## **'Your Views'**

<b>Action</b>	<b>Who is responsible?</b>
Encourage wider use of 'Your Views' across Children's Services	Involvement Officer
Ensure the data gathered through 'Your Views' is used to inform service planning and delivery	Involvement Officer

## **Recruitment and selection**

<b>Action</b>	<b>Who is responsible?</b>
Develop further guidance on involving young people in recruitment and selection	Involvement Officer, Who Cares? Scotland Children's Rights and Advocacy Worker

## Appendix 2

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### Related reports

- *East Lothian LAAC Report 2008 (Children's Services)*
- *Looking after our Looked After Children Conference Report 2008*
- *Implementing ASL in East Lothian 2009 (Education and Children's Services)*
- *Draft LAC Review 2010 (Children's Services)*
- *Report on the Review of the Summer Activity Programme in East Lothian*
- *Report on the Review of the Active Schools Programme in East Lothian*
- *East Lothian Child Protection Committee Annual report 2009/20010*

**Please contact the Involvement Officer if you would like copies of any of these reports**

**Telephone : 01620 827 167**

**E mail: [children&families@eastlothian.gov.uk](mailto:children&families@eastlothian.gov.uk)**

## Appendix 3

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### Why involve?

The need to involve children and young is also implicit in the following local, national and international policies and legislation:

- United Nations convention on the Rights of the Child (UNCRC) (1989) ratified in 1991 by the UK. Article 12.1 gives young people the right to express their views in matters that affect them and to have account taken of these views.
- One of the overarching principles that apply to decision-making in Children's Hearings is that the child has a voice.
- Under Section 17 of the Children (Scotland) Act 1995, local authorities have a duty to find out and have regard to the views of the child, their parents and any other relevant person.
- When inspecting care services, the Care Commission takes into account the national care standards and some of these deal with how children can express their views (Standard 4 for Foster care and family placement services, and Standards 18 and 19 for Care homes for children and young people).
- The Scottish Executive's Audit and Review, *It's everyone's job to make sure I'm alright* (2002), highlights the need to listen to the views of children and young people.
- The Disability Discrimination Act (2005) Places a duty to promote disability equality on all public bodies, including schools and local authorities. Involvement of disabled children and young people is a key requirement in meeting this duty.
- Standards in Scotland's Schools Act 2000: The Act states that children have the right to be educated in a school and that the views of children and young people must be taken into account in all decisions which significantly affect them.
- The Education (Additional Support For Learning) (Scotland) Act 2004 has a requirement to seek the views of children and young people with additional support needs.

- A key element of Ministers' vision for Scotland's children is that they are respected and responsible - they should be involved in decisions that affect them, should have their voices heard and should be encouraged to play an active and responsible role in their schools, communities and society at large.
- The East Lothian Community Engagement Strategy 2007 – 2010 states that there is a need to increase the involvement of all communities particularly children and young people.



### Consultation and involvement methods

- 'Have Your Say'
- 'Your Views'
- Viewpoint
- Lime Survey
- Feedback from for parents and carers involved in child protection
- Discussion/focus groups with children, young people and families
- Parent/carers representation in meetings
- Complaints/comments fed through the complaints officer
- Feedback from Advocacy & Children's Rights Service
- Parents Group (Additional Support for Learning)
- Participation of service users in conferences/events
- Use of accessible methods (Pictures, graphics, podcast) of gaining views of children and young people with additional support needs
- Feedback from service Users gathered through service reviews – LAC Review, CIO Review, Duty Team Review.

### Reported to Teams/Senior Managers and Integrated Children's Services Planning Groups through:

- Monthly digest
- Multi –Agency Participation Steering Group
- Input to ICSP planning meetings
- Annual Reports from CIO
- Meetings with service users
- Forthcoming Quarterly Reports.

### Feedback loop

### Outcomes are evidenced change/improvement

Children, young people and their families tell us that services become:

- More responsive to the needs of children and families
- More accessible
- More efficient.

### Impacts on service outputs and outcomes for children and young people

- Young people's views inform services, planning and actions.
- Young people influenced the new charging policy for LAAC children and young people who are over 16's
- Young people influenced the selection of the new Children's rights and Advocacy service
- The views of parents/carers, children and young people informed the findings and recommendations made in the evaluation of the Implementation of ASL
- Parents and young people inform inspections and reviews
- Young people influenced the 'Looking After Our looked after Children' action plan.





