

Cabinet

10 July 2019

**Durham County Council Engagement
with Children and Young People – As
Citizens and Service Users
Annual Update**



Report of Corporate Management Team

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People's Services**

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**Councillor Olwyn Gunn, Cabinet Portfolio Holder for Children and
Young People's Services**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 The purpose of this report is to demonstrate the wide range of participation and engagement mechanisms used to understand the voice of the child and how this has influenced service provision and project development. It outlines the key messages from young people and how the council has acted on them. This first report covers a period of two years, however it is proposed that future reports will be provided to Cabinet on an annual basis.
- 2 In addition, there are potential further enhancements to the current engagement mechanisms that would give children and young people a stronger voice to influence the way services are delivered locally as well as potentially being involved in national developments for County Durham children and young people. The aim is to take forward any new approaches in a co-productive way with children and young people so that their views are taken into account and shape the way forward.

Executive summary

- 3 In County Durham, we have a longstanding commitment to make life better for all of our children and young people. The Children and Young

People's Strategy 2019-2022 was recently agreed and provides a co-ordinated partnership approach for all children and young people from pre-birth up to the age of 25 (for those young people with special educational needs and disabilities) and their families in County Durham.

- 4 The aim of this strategy is to provide focus and clarity on the priorities for improving services and life opportunities for children and young people. It considers what life is currently like for children and young people in County Durham, based on direct feedback from them and analysis of their needs. It sets out where we want to be in three years and what actions will be undertaken to achieve this.
- 5 As outlined in the strategy, involving children and young people in decision making is key to ensuring the best possible services are provided with the resources available to improve outcomes. To facilitate this, a wide range of engagement takes place across Durham County Council and in partnership, providing a range of opportunities for children and young people to share their thoughts and feelings.
- 6 This report is not meant to provide the full range of feedback by children and young people and the actions taken, but more of a flavour of some of the work that has been undertaken.
- 7 In reviewing progress over the last two years, it is evident that we have consulted with children and young people in a wide and varied way and have acted upon what we have been told, where possible. This approach can be demonstrated across a broad range of service areas. However the council, as part of the Transformation programme, looks to continually improve and learn and consideration will be given to how to further enhance the Council's offer to children and young people.

Recommendation(s)

- 8 Cabinet is recommended to:
 - (a) note the contents of the report;
 - (b) agree that a report is presented to Cabinet annually outlining the engagement and feedback from children and young people and how this has been acted upon;
 - (c) agree to explore the future options to enhance the current offer as detailed in paragraph 75 and receive a further report by November 2019;
 - (d) agree to the development of an Engagement Strategy for Children and Young People.

Background

- 9 There are four key elements within this report outlining the engagement the council and partners undertake with children and young people, as outlined below:
- (a) Children and Young People Services led engagement
 - (b) Corporate and cross-cutting engagement (e.g. through Area Action Partnerships)
 - (c) Service grouping specific engagement (e.g. Regeneration and Local Services led engagement)
 - (d) Examples of partner engagement with children and young people

Children and Young People's Services led engagement

- 10 Developing effective mechanisms to hear and act on the voice of children and young people is central to the approach taken by the Children and Young People's Service including through social work interventions, school developments and early help, criminal justice and special educational needs and disability services. The recent restructure of social workers has given greater consistency and continuity to support the county's more vulnerable young people develop positive relationships.
- 11 Information is collated and presented to a quarterly performance clinic with the Chief Executive, Corporate Director and Heads of Service, supported by the Corporate Performance Team. This is the opportunity to question and challenge the impact and any changes in performance data on a regular basis.

Surveys

- 12 Feedback is also used to capture service perception and shape future service delivery. This includes the:
- (a) Looked After Children Service User Satisfaction Survey
 - (b) Family Satisfaction Survey
 - (c) Think Family and One Point User Surveys
 - (d) Aycliffe Secure Centre Parental Survey
 - (e) Health Needs Assessments
 - (f) Numerous County Durham Youth Offending Service Surveys

- 13 The Children Social Care Satisfaction Survey (undertaken January – March 2019) highlighted the following:
- (a) One young person said ‘Moving On’ was good and that their brother had also helped them with this transition.
 - (b) Two family members said that help from their social worker meant the young person was able to remain within the family.
 - (c) Ten out of eleven family members identified that following support from social care that there had been improvements in terms of arrangements for the child.
 - (d) Two family members specifically mentioned having a good relationship with the social worker and identified how them explaining issues so they could understand, being open and honest and feeling understood and respected as important.
 - (e) From a young person: “Just a quick little email to say a massive thank you for everything you have done for me since being my social worker you have changed my life for the better and helped me get somewhere where I will be really happy thanks” Young People’s Service North.

- 14 The following paragraphs give a further snapshot of the types of engagement mechanisms used by the service and the resulting outcomes and impacts for children and young people:

Think Family and One Point

- 15 The way surveys have been undertaken has changed to better enable young people to understand what is being asked of them. This enables them to express their views easier in order for professionals to respond to their needs. For example, the Think Family and One Point Service surveys completed at the end of March 2019 utilises questionnaires which include happy, plain or sad faces: Examples of the findings from the survey are provided below:
- (a) Out of the six quantitative questions, there were five with a positive response of yes, scoring 90% or above. The one question that scored 81% was *Do you know why you have got a worker*;
 - (b) Respondents were asked to select a response to five questions, with responses varying between 73% and 92%. The two lowest responses both at 73% with selections of a *happy face* were for:
 - (i) Are things getting better at school (73% happy face, 20% plain face and 8% sad face); and

- (ii) Do you feel healthier (19% plain face and 8% sad face).

Student Voice Survey

- 16 The bi-annual Student Voice Survey is offered to primary and secondary schools across the county to opt into. It is a questionnaire in line with Ofsted priorities and therefore reflects Ofsted framework changes. Primary and Secondary school leaders are involved in its design with questions sought from a wide range of stakeholders.
- 17 The 2017 survey was undertaken in 22 of the 33 secondary schools and 138 of 218 primary schools.
- 18 The full questionnaires for primary and secondary schools are included at Appendices 2 and 3 and are structured around the following themes:
- (a) 'About You'
 - (b) Achievement
 - (c) Quality of Teaching
 - (d) Behaviour and Safety
 - (e) Inclusion and School Community
 - (f) Healthy Lifestyle
- 19 Each school receives its own results which are then analysed and a response is taken in the form of one or more actions, reflected in the school's self-evaluation documentation. At a county-level, average results are calculated, shared at a range of networks and forums, including with head teachers and the Children and Families Partnership, inform benchmarking of County Durham statistics and have influenced the content of the CYP Strategy 2019-22.
- 20 The key messages from the 2017 survey, and some of the actions taken to address them are below:
- (a) A total of 1,481 primary school pupils and 1,418 secondary school pupils said that they had been bullied at their current school

Durham Resilience Programme has been rolled out to 25 schools each year and the Youth Aware of Mental Health (YAM) programme delivered across 30 secondary schools by 2019 (see paragraph 57 for further information).

- (b) When asked whether pupils feel safe around school when not in lessons, 18% of secondary school and 32% of primary school pupils said they did not:

School nurses now provide community drop in sessions around emotional wellbeing and resilience.

- (c) 15% of primary school pupils (565) and 11% of secondary pupils (1,168) reported that they had felt unsafe or been bullied online:

Safety carousels have been utilised to understand why young people identify this as an issue with much of this being social media driven and their perceptions.

- (d) Over half of young people in secondary school had drunk alcohol by the time they are in year 9 (13 & 14 years old):

Awareness raising for parents on the dangers of consuming alcohol is provided as well as identification of the Brief Advice for Alcohol scheme which is maintained via GPs. Many other alcohol interventions are also provided through Humankind and public health.

- (e) 354 students stated they consumed '5 or more' energy drinks:

Hyper leaflets were developed by Bishop Auckland and Shildon (BASH) Area Action Partnerships and distributed in several primary and secondary schools. In addition, the Sugar Smart campaign aims to provide awareness raising of the risks of high sugar drinks.

- (f) 50% of Primary and 47% of secondary students consumed 5 or more portions of fruit and vegetables a day (based on the previous day):

There has been an increase in School Nutrition Action Groups within schools supported by DCC catering teams.

- (g) The average number of days across all ages surveyed was at least 60 minutes physical activity on 4.3 of the last 7 days:

The Active 30 Hub has been launched with many schools doing interactive activities during the day as well as specific projects such as 'This Girl Can' and uptake on the School Mile have also been rolled out across several schools.

21 The 2019 Survey received responses from 3111 primary school students across 74 primary schools and 5625 secondary school students across 29 secondary schools. The responses are currently

being analysed and will be presented at the Children and Families Partnership meeting in September 2019.

Supporting Solutions Service

- 22 In August 2017, it was acknowledged by young people, their families and officers, that Children's Services were experiencing a number of issues particularly in the area of children in the care of the local authority and the lack of appropriate overnight accommodation for children and young people presenting to the emergency duty team with.
- 23 As a direct response to this, a new multi -agency/disciplinary team with the aim of preventing children and young people moving into the care of the authority was launched in early 2018.
- 24 The service works with children and young people aged 11 to 17 and their families, offering:
- (a) An overnight emergency response for children and young people who need to be accommodated outside of the family home or current living arrangement, with a view to working with the family to facilitate the child returning to parents/carers/family/friends.
 - (b) Intensive outreach support to children / young people and their families during the day with a view to sustaining current living arrangements and enabling the child / young person to remain at home.
 - (c) Respite to children / young people and their families on the cusp of care, whilst working alongside families to sustain and support current living arrangements.
 - (d) Mediation and a facilitated Family Group Conferencing.
- 25 The service recognises that intensive support to families at crisis point is often needed outside of normal working hours. The service operates seven days per week on a duty system until 10pm each night. The Emergency Duty Team also provide crisis cover for children on the edge of care from 10pm – 9am. Families have fed back that providing weekend and evening support has been a key factor of the continuing success of the service.
- 26 This has added value to ensuring the safety and wellbeing of some of the most vulnerable children and young people in the county.

County Durham Youth Offending Service (CDYOS)

- 27 CDYOS recognise the health needs of young people who offend and partners of the CDYOS partnership board have a clear commitment to

improve the health and wellbeing outcomes for young people. To achieve this, CDYOS worked closely with Public Health colleagues and young people to undertake a Health Needs Assessment (HNA) of young people who offend in County Durham. Key findings and recommendations from the HNA helped to inform service development to improve the health and wellbeing outcomes and reduce health inequalities for young people who offend in County Durham.

- 28 Young people supervised by CDYOS provide feedback on intervention programmes, both those provided by CDYOS and those delivered in partnership, at the end of each intervention. Their views are used, among other things, by CDYOS to determine what is included in the services directory of interventions, used by all case managers. Young people's involvement /feedback includes:
- (a) As a result of CDYOS summer activity programme, a group of young people asked if staff would help them plan a Coast 2 Coast cycling expedition in April 2017. The young people have successfully secured £800 from Sport England 'Sportivate Programme' to help fund the expedition. This involved the group having to meet with the representative from Sport England to discuss their application.
 - (b) Young people met with the Chair and Chief Executive of the Youth Justice Board during their visit to CDYOS. When asked what Intensive Supervision and Surveillance (ISS) requirement (alternative to custody) was like, one said: *'It's provided me with loads of opportunity. I've done: Prince's Trust; I'm working with Investing in Children; Street Doctors; RSPCA course; and Respectabull.'*

Durham Works

- 29 Progression and Learning leads the DurhamWorks partnership programme to support young people aged 16-24 year old who are NEET. This a £29.04m European funded programme which aims to support over 10,000 young people between December 2015 and July 2021. This has directly resulted in more teenagers in the county being supported into work.
- 30 In February 2019, they held a 'feedback fortnight' exercise which gathered independent feedback on young people's personal thoughts and opinions on the service they have received from DurhamWorks and 281 responses were received from clients across County Durham.
- 31 Young people aged 16 and over were asked questions to gauge their satisfaction and engagement with DurhamWorks. Feedback was

collated and reported upon by Progression and Learning Teams in the North, South and East of the County. Some of the outcomes include:

- (a) Young people often used words such as “support”, “helpful” and “confidence” when giving positive feedback about the Programme. This will be used in future targeted marketing of DurhamWorks.
- (b) Care Leavers Pathway Plans have been completed with young people: 29 opportunities for teenagers to work over Easter; six young people involved in independent living skills course accredited through the open college network; one young person attends the supported lodgings panel and offers comments about assessments and reviews of providers.
- (c) Two young people started a traineeship through adult learning and DurhamWorks and two who are care leavers and studying Social Work and Psychology at university will work within the Looked after Teams in the summer to support some life story work.

32 Some of the anecdotal feedback from DurhamWorks young people stated that they did not feel they had enough time with their adviser. This feedback has been taken on board and managers are looking to support staff with their caseloads to ensure numbers do not become unmanageable, so that they do have enough time to spend with the young people they are supporting.

33 A high percentage of DurhamWorks young people identified they would like to pursue a career in construction. This has resulted in links being developed with a national building firm, in order to develop work experience and job opportunities. A CSCS card course has also been set up for 16+ year olds in central Durham (most CSCS cards require the candidate to be aged 18+). This course has been inundated with applications and similar courses are being planned.

34 Prior to the survey taking place it had been noted (via a workshop on Participant Voice with SEND Specialist Progression Workers and Advisers) that the format of the former survey was not appropriate for this young people group. This feedback was taken into account to develop a SEND-specific questionnaire in consultation with the SEND Specialist team.

Adult Learning & Skills Service Supported (ALSS) Employment Offer

35 The Supported Employment Programme, delivered by the ALSS SEND Team, takes a personal approach to the voice of the young person. The programme is designed to support and inform a curriculum focussing on

goals and choices for transitioning to adult life. It is aimed to meet the needs of learners with a range of abilities and cognitive levels, including learners with significant speech, language and communication difficulties - addressing the development of learners' skills to express their likes, dislikes and opinions, and to make realistic choices. In addition to regular conversations and the opportunity to ask questions, each learner works co-creatively with their tutor/mentor to recognise and record their own progress and achievement:

- (a) Setting the aims of the programme;
- (b) Establishing their starting point (Initial Assessment and Baseline Assessment);
- (c) Identifying and negotiating challenging learning objectives;
- (d) Recognising and recording progress and achievement (formative assessment);
- (e) Final review of progress and achievement (summative report);
- (f) Planning for progression.

36 Their 'voices' are heard throughout this process and directly inform appropriate next steps for each young person.

Progression and Learning

37 Progression and Learning leads on several statutory duties that the Local Authority is responsible for, to encourage, enable and assist young people to participate in post-16 learning. This includes ensuring appropriate learning provision is in place to meet the needs of young people and address any identified gaps; tracking all young people aged 16-18 to identify those who are NEET (not in education, employment and training) and ensuring appropriate support is provided to enable young people to progress; as well as producing timely and accurate Management Information in order to meet requirements of the Department for Education.

38 The Service also provides work related learning and enterprise activity in schools (Durham Education Business Partnership) and provides careers guidance / transition support for young people with SEND (EHCP), Looked After and Electively Home Educated in Year 11.

39 A specific area of focus for Progression and Learning currently is to produce a revised partnership plan to support progression of young people young people into post-16 Education, Employment and Training. To this end, a number of activities have been undertaken with young

people and other key stakeholders. These include commissioning Investing in Children to facilitate a series of peer led discussions. A number of priorities were identified and these are being included in a new plan.

- 40 In November 2018, the Progression and Learning team worked in conjunction with Investing in Children to obtain the views of young people on careers guidance in schools, transition support, available education, employment and training opportunities (EET) and support available to access EET.
- 41 There were 110 young people aged 13-21 who came from a range of backgrounds including young people with Special Educational Needs and Disabilities, Children Looked After, young people with mental health problems, children and young people from the Gypsy Roma Traveller community, young people who identified as Lesbian Gay Bi-sexual Transgender or Questioning and young people who are not in mainstream education.
- 42 A number of key themes were discussed and were categorised into 'what works well' and 'recommendations to take forward'. Positive themes were identified as support and advice from friends and family, supportive work experience opportunities, informative college taster days, college careers advice and guidance and consistency in support provided through DurhamWorks.
- 43 Recommendations included having a wider range of work experience options, more opportunities for young people who attend college over 2-3 days rather than a full week, visual examples of clear pathways, more careers and college guidance in schools, greater support for mental health and emotional wellbeing, more support with CVs, applications and job interview preparations and support to find employment as courses end. Concerns were also raised around experiences in job centres: particularly for young people with SEND.
- 44 The findings of the review have directly informed the Post-16 Progression Plan, which seeks to improve access to high quality careers education, information, advice and guidance in schools and further education settings and develop more opportunities for young people to gain experience of work whilst in education and when unemployed including employer-based placements and work trials. It also supports more young people with vulnerable characteristics into employment – including young people who are Looked After / Care Leavers, young people who have SEND and young people who are supervised by the Youth Offending Service.

Corporate Cross-Cutting Activities

Area Action Partnerships' Priority Survey

- 45 The Area Action Partnerships' (AAPs) central theme is to act on local priorities and to develop projects in accordance with those priorities. Over the last ten years, children and young people have been consistently highlighted as a priority by participants who were generally adults.
- 46 In 2016 it was recognised that children and young people themselves need to be explicitly engaged in local priority setting exercises. A specific young people's questionnaire was developed with 3,346 young people from 17 schools participating.
- 47 Young people were asked to identify their top three priorities from ten priority themes which were:
- (a) children and young people;
 - (b) older people;
 - (c) community safety.
- 48 This information was used by AAP task groups over the last two years to steer the allocation of Area and Neighbourhood Budgets. In total 499 projects were developed by AAPs to directly address the three priority themes identified by young people, resulting in a direct investment of £2.6 million and matched resources of £2.9 million.
- 49 In addition to the countywide survey, a number of AAPs enhance their knowledge of young people's views through area specific initiatives. For example, the Great Aycliffe and Middridge Partnership (GAMP) have this year worked with local pupils to carry out an interactive engagement activity, named Multi Verse Arcade. This involved over 900 local pupils to establish what matters to them. Data from the experience has been analysed by young people who have led on the design of a conference to be held in September 2019 for 200 young people to explore the findings further and critically, to discuss how they can be addressed.
- 50 Some examples of this work undertaken on the theme of children and young people to meet their feedback and needs are detailed below:
- (a) Risk taking behaviour including alcohol/drugs/ smoking/crime – Stanley AAP has worked with the Just Women Centre on the Stanley Young Girls Project. This educational project is aimed at young girls to offer effective support in areas such as mental

health, taking responsibility for their attitudes and behaviours, sexual health awareness, internet grooming, healthy relationship awareness and many other relevant topics. It is a vital means of empowering young girls on issues that need addressing in the community. From this, young girls will be trained to become peer supporters and go on to support others by listening and using techniques learned to help others.

- (b) Things to do for those aged 12 to 15 – Brandon and Carrside Youth and Community Project has been funded by Mid Durham AAP to develop a range of activities across the four villages of Brandon, Esh Winning, Ushaw and New Brancepath. The project has an events committee led by young people who have organised a range of fun days across the villages. In addition to youth and family orientated events, the young people on the project have also organised events and trips for older village residents. The youth led committee were also commissioned to organise a showcase event at Durham's Gala Theatre during Pride Week.
- (c) Things to do during school holidays – a number of AAPs invested in Holiday Activity Programmes, for example the 3 Towns Partnership invested £24,785 funding three local organisations, Crook Salvation Army; Tow Law Community Association and Willington Primary school, to deliver Holiday Activities with nutritional food and snacks from the summer and all holidays in Crook, Willington and Tow Law. This followed successful pilots held previously. A wide range of activities and experiences were offered from themed arts and crafts, storytelling, fun science, nature reserve activities to a wide range of offsite trips. All activities include nutritious food. Over 150 children, young people and families benefited during every school holiday.
- (d) Anti-social behaviour – Mid Durham AAP has funded the Delta 6 Youth Drop in Sessions due to a rise in anti-social behaviour amongst young people in the Brandon area. This sees a partnership work with the Police, Durham Agency Against Crime, the Brandon Junior Neighbourhood Watch scheme, County Durham Housing Group and a group of targeted 8 to 13 year olds establish “drop-in” sessions for the youths on a Wednesday and Friday nights with educational and community payback sessions.
- (e) Substance misuse (drugs, alcohol, illegal cigarettes) – Derwent Valley AAP funded the Consett Rugby Club Drug and Alcohol Awareness Workshops (£1,952) to deliver training to young people via the Rugby Club around drug and alcohol misuse, raising key messages and training staff and young volunteers.

- (f) Violence and aggression – The Cornforth Partnership Chrysalis project, backed by Spennymoor, 4Together and BASH AAPs, supports children, young people and their families who are survivors of domestic abuse. The project takes a ‘whole family’ approach in supporting the family to develop better relationships and coping strategies to recover from the traumatic experience of living in an abusive home. The programme provides a motivational course to support female survivors of domestic abuse, one-to-one mentoring for young people, diversionary family activities, and school workshops at Ferryhill Business and Enterprise College covering healthy relationships.

51 Some examples of the other two areas specifically highlighted by children and young people are below. These are important to note as they focus on two areas that people may not expect children and young people to recognise as priorities.

(a) Older People:

- (i) Mental health including dementia, depression, access to social activity – The YMCA Intergen project started in 2015 and has been going ever since. The project was originally funded by TAP; however, the YMCA has since continued delivery of the project with their core funding. It sees a group of young people and a youth worker attend the Manor House Care Home to engage in a craft activity with the residents of the care home. The young people help the older people to create something that they can then keep. This breaks down the barriers between the two ages groups and reduces the impact of isolation on both age groups.

There is a dialogue open between the groups. The young people learn songs from days gone by and particularly war time songs that the residents remember and learn about signs and symptoms of dementia and are then able to bring this learning into the community. The emotional well-being of the residents following a visit from the young people lasts for a couple of days after.

The young people, now more aware of dementia, offer support to those in the community that they recognise with the symptoms and it breaks down the stereotypes that both groups may have. Young people demonstrate more patience for older people while the older people come to understand what it is like to be a young person today. The Intergen project delivers outcomes and has an impact on

people that we did not anticipate and would struggle to measure.

- (ii) Keeping warm – The Countywide Temporary Heater Scheme project was designed to provide vulnerable owner occupier and private rented households with a temporary source of heating while arrangements are made for boilers to be repaired/replaced. Funding was used to purchase a supply of heaters to be used by households at risk of the effects of a cold weather. A referral process was developed to manage the project which was promoted to relevant DCC service groups and stakeholders including the Clinical Commissioning Groups and NHS Foundation Trusts (discharge, rehabilitation teams). County Durham and Darlington Fire and Rescue Service were the lead organisation.
 - (iii) Food and nutrition – Durham City and Weardale AAPs have supported foodbanks in their areas; Chester-Le-Street and District AAP supports REfUSE, a community interest company which serves to intercept food before it becomes waste, turning it into healthy accessible meals which are served on a ‘pay as you feel’ basis. The premises serve as an inclusive community space, open to all. Partnerships with other local organisations like the YMCA, Handcrafted, Changing Lives, the Job Centre and Refugee Service mean that the cafe is somewhere where those who cannot afford food or are lonely can find company and community. REfUSE also offer supported volunteering opportunities where those who are out of work and at risk of social isolation can gain confidence and feel a sense of belonging whilst also gaining skills for employability. It is estimated that in its first year of operation to April 2019, the café catered for over 16,500 customers, collected and redistributed nearly 40 tonnes of food, and 132 volunteers were trained.
- (b) Community Safety:
- (i) Anti-social behaviour – Mid Durham AAP has funded the Delta 6 Youth Drop in Sessions due to a rise in anti-social behaviour among young people in the Brandon area. This sees a partnership work with the Police, Durham Agency Against Crime, the Brandon Junior Neighbourhood Watch scheme, County Durham Housing Group and a group of targeted 8 to 13 year olds establish “drop-in” sessions for

the youths on a Wednesday and Friday nights with educational and community payback sessions.

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52 Feedback from the AAP priority survey was given to each school on how pupils voted, what their priorities were, and, on any ideas young people had to address any issues or concerns in their local area. The results of the survey were also shared with relevant County Durham Partnership members.

53 In 2018, the AAP priority survey sought the views of all residents (including children and young people) within County Durham on what priority themes and issues they consider the AAPs and their partners should be tackling in 2019/20 and 2020/21.

54 8,585 residents from across County Durham completed the survey: with 3,303 pupils from across 17 secondary schools and 5,282 residents who took part in the general online survey or residents who took part through community or participatory budgeting events.

55 Participants were asked to select their top priority themes from a list of ten. The top three priorities selected by young people are:

- (a) Children, Young People and Families: This includes tackling anything which can support our children, young people and their families to live a happier and healthier life.
- (b) Health and Wellbeing: This includes tackling anything that would improve resident’s health and happiness.

- (c) **Community Safety:** This includes tackling anything that would help residents to feel safer at home, at work and out and about in their community.

56 At an individual AAP level, the results of the school's survey and the general survey will be analysed and shared at the relevant task and finish group and at board meetings to help steer local action. Each AAP will utilise the results specific to their own geographic area to develop actions for 2019-20 and 2020-21.

Other Durham County Council Service Groupings

Adults & Health Services

Public Health

- 57 In response to young people identifying mental health as a key priority for them, Youth Aware Mental Health (YAM) has been designed for use in the classroom as a universal evidence-based mental health promotion programme for 14-16 year olds. This programme helps students explore their experiences of mental health using role play, as well as reflect on previous actions and reactions.
- 58 It was commissioned to run initially in seven schools in County Durham between January and July 2017, with pupils in Year 9 eligible to take part. In 2018, the YAM programme had been delivered to seven schools, two that received the programme in 2017, and five new schools in 2018. Due to its positive impacts, it continues to be rolled out as part of a national randomised control trial.
- 59 A local evaluation was co-produced by Teesside University and DCC Public Health. The primary aim of the local outcome evaluation was to assess the impact of delivering YAM locally in County Durham on the attitudes of professionals towards the provision of care to those with mental health issues. Pupils participated in the local evaluation of the scheme through focus groups which engaged with pupils who had undertaken the programme.
- 60 Four major themes emerged from the analysis of focus groups with pupils relating to:
 - (a) improving the understanding of mental health;
 - (b) the positive impact of YAM on pupils;
 - (c) the need to provide a safe environment to explore mental health;
 - (d) managing unintended consequences.

- 61 Some feedback from the young people is detailed below:
- (a) “Before it wasn’t really talked about much, maybe every now and then if there was an incident but we weren’t really educated how to get help or support.”
 - (b) “We did about identifying if something happens to someone you know and what to do.”
 - (c) “It helped with knowing what things you can do like going for a walk or having a bath.”
 - (d) “It’s a bit of a change to learning something in a tutor group and not just something read off the board.”
- 62 The evaluation report provided 13 recommendations in relation to the future delivery of the YAM, the programme has been adjusted to take into consideration these recommendations where possible with any longer term actions being considered as part of the Children and Young People Mental Health, Emotional Wellbeing and Resilience Group Action Plan (a sub group of the Mental Health Strategic Partnership) and the Local Transformation Plan.
- 63 Sexual health is an important area of public health. County Durham and Darlington NHS Foundation Trust (CDDFT) have undertaken a consultation exercise specifically aimed at capturing the voice of young people in County Durham. Methods of consultation included an online questionnaire and a range of focus groups with young people accessing local youth groups and secondary schools.
- 64 Results identified that young people required more accessible, community-based clinics with walk in appointments after school and that services should be accessible over a weekend.
- 65 In response to this, County Durham and Darlington NHS Foundation Trust are currently revising their contraceptive and sexual health (CASH) timetable to incorporate an increase of Teen Plus evening clinics and accessible Saturday provision, strengthening links to supporting organisations including the School Nursing Service to ensure they can meet the needs of young people across the county. Once revised this will be publicised using a range of methods including through schools, youth groups and updating of online platforms.
- 66 Humankind support LGBTQ+ young people on a broad range of issues including providing sexual health services and supporting emotional wellbeing and mental health needs. The service develops its offer of support based on regular consultation and feedback with its service users and has led to the development of the following activity:

- (a) 1-1 and family support
- (b) Gender Identity Peer Support Group
- (c) Therapeutic art-based sessions
- (d) LGBTQ+ Drop – In's
- (e) Safe Sports activities

67 In addition, information gathered through this service is being utilised to inform future services specifications.

Young Carers

- 68 Practitioners within the One Point Service support a high number of children and families across the County, therefore are in a strong position to identify, and put support in place for, young carers.
- 69 Practitioners are key to supporting young carers who need extra help but who may not reach the threshold to work with The Bridge Young Carers Service. They can put in place timely intervention for these young people, to avoid social isolation and improve wellbeing. The service has recently been awarded Young Carers' Neighbourhood Charter. By gaining charter status the service feels more confident in identifying young carers, using measures of caring activities and outcomes measures, and will be able to put in place effective support through One Point and where required a referral to The Bridge Young Carers Service.
- 70 A Young Carer Key Worker has been nominated from each One Point Hub, to take the lead on young carer issues and support any young carers who are identified. Each Hub have been set requirements to attend young carer training, create a notice board and raise awareness of young carers, to achieve charter status for their team. Working with the Young Carers Bridge Project a number of Young Carers have worked with the One Point Teams to raise awareness of the issues they frequently face and have helped each team develop a Young Carers Notice Board, showcasing their wishes and feelings, developing art work and information relevant to their needs. These notice board aim to promote awareness of young carers to staff members but also to young people using the centre.
- 71 One team is holding monthly/bi monthly activities (depending upon numbers/views and wishes of young people) to allow young carers to meet in a safe environment and take part in a fun activity of their choosing.

- 72 The partnership's work with young carers involves working with them to agree their priorities and this is summarised in a 'plan on a page'. Last year it worked with young carers on an awards event to recognise the work they do, and an event was held at the end of November 2018 in County Hall. This was attended by a large number of young carers, family members, workers and elected members and received very positive feedback.
- 73 In summary every 'One Point Hub' and Family Centre has a dedicated notice board developed alongside young carers in the locality detailing up to date information for them. Practitioners and managers across the service are trained to use tools and techniques to assess and analyse the caring roles of young people to reduce risk and support them to achieve outcomes in line with their peers.

Commissioning Service

- 74 The Commissioning Service work with children, young people and their families to co-produce services to meet needs. Short breaks services are a good example where co-production occurs across the full commissioning cycle. Parent/ carers, children and young people are involved in reviewing existing service quality, delivery and outcomes. Commissioners work together with parent/ carers to determine needs, analyse findings, plan, develop and commission new services. Co-production continues with the delivery of the short breaks through a requirement for providers to work with families to produce their offer in line with local needs. In addition to designing the services, the children's views are often sought by the provider of the services through service user questionnaires and this in turn is shared with commissioners during monitoring/review exercises to help in re-shaping future. The most recent example of this is the Community Short Break services which commenced in May 2018.
- 75 With regards to the commissioning of Children's Homes, regulations determine that all children's residential homes must adhere to the nine quality standards. One of the standards is the "Children's views, wishes and feelings standard".
- 76 These visits are completed by Children's Commissioning staff for DCC owned Children's homes and the same staff receive reports from independent homes for monitoring. The intelligence derived from these reports assists in determining what works well, what not so well and essentially ensures that the child/young person has a voice in determining whether the service is able to keep them safe and promote their wellbeing. All such intelligence feeds into service and strategic reviews.

- 77 During the regulation 44 visits (monthly inspection by independent person, reporting to OFSTED), the children in the homes are given the opportunity to speak with the visitor to express their thoughts, wishes and feelings in relation to their care and these are recorded in the report.
- 78 Young people told us that sometimes they are not in when the Regulation 44 visit takes place, or they do not wish to talk to the visitor, but they do wish to share their views. In response, Regulation 44 comments boxes have been implemented in all of the homes to provide an alternative way to capture the voice of the child in the Regulation 44 inspection process.
- 79 To ensure the voice of the child is reflected in the work of the Corporate Parenting Panel, it was agreed that young people from the Children in Care Council, supported by officers from Transformation and Partnerships, would develop the Corporate Parenting Panel's Annual Report. The young people worked on the design, content and language of the Annual Report to ensure it was easy to read and understand. The Annual report includes 'you said: we did information' to reflect the changes made, and improved outcomes on the back of young people's involvement and feedback.

Regeneration and Local Services

Town Twinning

- 80 The International Officer works extensively with children and young people across the County and abroad on European and global projects. Recent examples include Commonwealth Day, Europe in a Day, the European Day of Languages and Thiepval commemoration events in 2018, linked to the Battle of the Somme and the thousands of missing soldiers.
- 81 At the start of any new project, the International Officer meets with the young people concerned to scope out what is to be achieved and consider ways of monitoring impact. Young people are involved in consultations throughout the process and their evaluative comments are captured post-event. Feedback from young people is used to report back to funding organisations, such as the UK-German Connection's Diamond Jubilee Creative Art competition, which involved over 700 young people.
- 82 Young people are also encouraged to share ideas about international politics using video and online media such as YouTube to ensure that they have the opportunity to have their voices heard.

Culture and Sport

- 83 The voices of young people have been instrumental in the design of skate parks in Crook and Coundon. Durham County Council staff working in Regeneration and Local Services met with around 50 young people, using community facilities to host consultation events. Young people were given a blank canvas to design their ideal skate park and they agreed upon a list of pipes and jumps they would like to see. Their ideas formed design briefs which were then illustrated. Three designs were taken back to each consultation group for young people to vote on their favourites. They were given the opportunity to suggest tweaks to the final design in each location, but young people were happy with the designs suggested.
- 84 Workshops are run in affiliation with County Durham Sport and 'Street Games' on how to better engage with young people in clubs, how to seek feedback and to put the views of young people at the heart of what each club does. Similarly, coaching conferences and networking events have centred on seeking the views of young people.

County Durham Plan

- 85 As part of our consultation on the County Durham Plan during May/June 2018, a School Engagement Project by Smooth FM Radio involved young people in thinking about the future of County Durham. Pupils from both primary and secondary schools were asked to create a poster and a radio advert depicting what they wanted the area they live in, to look like in 19 years' time. The next stage of the County Durham Plan has since been released for further consultation with further iterations incorporating feedback that has been received from a number of different sources.

Partnership Activities involving Durham County Council

Investing in Children (IiC)

- 86 Investing in Children is a commissioned provider working to ensure the voice of the child is heard in County Durham. In addition to this commissioned work as an independent community interest company IiC also run their own engagement using the following mechanisms, which the council can utilise. A number of teams within the Children and Young People's Service have received the Investing in Children status to show that they have listened to the views of children and young people and responded to them.
- 87 The method used to engage young people is a staged approach which includes:

- (a) Reference groups - held in local community settings and mostly project based with different topics being chosen by the young people themselves with young people self-nominating due to interest in the subject area. An example includes the Tale project addressing what things lawyers need improved training on to make the justice process easier for children and young people to understand and cope with.
- (b) Agenda Days - a tool developed by liC to enable large (15-30) groups of children and young people to explore issues and create an agenda for action. Essentially an Agenda Day provides an open, adult-free environment in which participants can share experiences, have discussions and come up with possible actions.
- (c) The outcome of the Agenda Day is captured in a report drafted by the facilitators and agreed by participants.
- (d) Agenda days that have taken place have included urgent care reviews, giving views on sporting activities, what it means to be a looked after child and research into the complaints system in education. Feedback from the young people involved stated 'found it fun, liked being able to voice my views', '...we got to explain our point of views', 'I have learnt that people actually listen to kids and they actually take our thoughts forward and there's nothing wrong with talking about what you want'.
- (e) Following the Agenda Day, the commissioning service will provide feedback to the children and young people involved which clearly demonstrates how their views have influenced service change, development and improvement, or providing a rationale and feedback to why some things are not possible. How this is achieved is considered by the commissioning service.
- (f) Research Groups – to create the 'better argument', the Agenda Day may identify issues that require further exploration, and participants may decide to conduct further research. Research Groups are then formed, involving members of the Reference Group and Agenda Day participants who are motivated to continue to pursue particular themes. The Research Groups are then resourced by liC to gather additional information.

88 Examples of activities undertaken under the Investing in Children umbrella working with Durham County Council are detailed below:

- (a) The Children in Care Council (CICC) is a forum designed to allow young people to share their views on services with the local authority as corporate parents:

- (i) Young people from the CICC are part of the fostering panel to make sure their views are fed in.
 - (ii) Following feedback from young people, new care plans have been designed that are now easier to understand.
 - (iii) Placement risk assessment forms that foster carers get before agreeing to the placement have been revised after young people felt the information contained in them could be very negative. The information is now more balanced and includes lots of positive information as well. This has helped to identify good placements for children where their needs can be met.
 - (iv) Young people were supported by Investing in Children to revise the DCC complaints procedure to ensure it is fit for purpose and easy for young people to access. The new leaflet is hosted on the CICC website so that it is accessible for young people.
 - (v) Supervised contact rooms across the County are having 'make overs' as young people felt these rooms were not nice places to spend time in. The young people have been involved in redesigning the rooms and ordering the new furnishings, to make them much nicer places to spend time with their families and carers.
- (b) The Extreme group supports young people with disabilities to share their views. A wide variety of work has been delivered across partner organisations to achieve the pledges detailed in the SEND promise, including:
- (i) Improving local short breaks and the respite offer: family choice has been built into commissioning packages;
 - (ii) Independent travel: an independent travel training programme has been developed;
 - (iii) Provide affordable leisure activities: an hourly charge has been introduced for short break activities to make them more accessible;
 - (iv) Provide quality leisure provision: Customer Charter has been implemented;
 - (v) High standards of education: SEND training has been introduced for front line practitioners;

- (vi) Health: Co-produced Health Needs Assessment to understand the needs of young people with SEND;
 - (vii) Employment: to increase participation in Employment Education and Training;
 - (viii) Information: The Local Offer has been launched to provide a reference and signposting to local services for young people with SEND. Young people have been notified of the work taking place.
- (c) My Space allows children and young people in Aycliffe Secure Centre to have their voice heard in service improvement by involving them in the service design and review, including:
- (i) young people have provided feedback to the catering team on the menu and have requested more halal and Quorn options to be included;
 - (ii) young people said they enjoyed the one-off trampolining event, and this will now become a monthly activity;
 - (iii) young people enjoyed the human table football event and asked for this to be done again. Plans are underway to arrange this.
- (d) Mental Health and Children and Young People - following the review of Child and Adolescent Mental Health Services (CAMHS) and a wider Mental Health Review on behalf of Public Health, children and young people said that they wanted more opportunities for informal peer support both in school and in the community, and more support during the transition from CAMHS moving into Adults services. The following developments have taken place in response:
- (i) Investing in Children and Waddington Street Centre in Durham are working in partnership to deliver two projects that support young people aged 16-21. Working with young people involved in the Mental Health reviews, Urban Art project was developed running a weekly session initially. Following the success of the Art project the offer was extended and the Centre opened the doors to the Young Adults Support Café (Y-ASC) enabling young people to drop into prior to the Art group for a drink and informal chat.
 - (ii) liC submitted a successful funding application through the County Durham Foundation Trust to develop a Peer Mentoring Programme. The programme will train between

40 and 60 young people across County Durham to become Peer Mentors in school and in the community. liC will work closely with a range of organisations to ensure young people are given the support and advice they need to fulfil these roles. Services involved will include schools and colleges, the One Point Service, Drug and Alcohol Support services, Youth Services and CAMHS.

- (iii) liC worked with children and young people to discuss the concept of having three locality Mental Health Support Teams (MHST) which have been designed as part of the Wave Two Trailblazer Application. Two sessions were facilitated involving young people from the Y-ASC Group and the North Durham CAMHS Participation Group. In total there were 22 children and young people involved aged 8 - 21.

- 89 The key area young people highlighted as an area of need is around transitions, particularly within education moving from primary to secondary school, secondary school to college and then leaving education. They also thought that the MHST should offer one to one or family support in addition to upskilling school staff who can deliver group interventions to encourage peer support and the development of friendship groups.
- 90 The engagement with children and young people gave the opportunity for their input to be included within the funding bid which was subsequently submitted with news on the outcome of the bid and the children and young people involved will be notified of this.
- 91 As a result of the work children and young people have been involved in, a number of positive changes have been made including:
- (a) changes to the CAMHS buildings and appointment rooms;
 - (b) young people have been involved in the recruitment of staff during interviews;
 - (c) the development of videos and leaflets to promote the service;
 - (d) young people have planned and delivered several workshops and training events.

Children and Families Partnership

- 71 The County Durham Children and Families Partnership (CFP) has strategic responsibility for delivering better outcomes for children, young people and their families in County Durham. It consults with children

and young people to find out what issues they may be facing and works to address these problems through the services they represent.

- 72 Examples of areas of change following their engagement with children and young people include:
- (a) Young people from the Investing in Children Decades project attended the CFP to share their findings on young women's aspiration across County Durham, which was fed into the Youth Aspiration event which took place in March 2019.
 - (b) Funding - It was agreed by the Children and Families Partnership that when Partnership members were developing funding bids, they would involve children and young people to help inform and shape the bid.
 - (c) Young people from Investing In Children attended a CFP meeting to discuss the improvements the 'Type1KidZ' project has made to the lives of children and young people with Type 1 diabetes. Partnership leads agreed to promote the project and raise awareness of Type 1 diabetes with staff.
 - (d) The Partnership consulted with young people during the development of the new Children and Young People's Strategy 2019 – 2022. Two agenda days were held with young people from different age groups and backgrounds, on 24 July 2018 and 8 August 2018, to collect their views and opinions on the strategy. Their comments were considered when writing the final strategy.
 - (e) Investing In Children presented the Children and Families Partnership with the 'Investing In Children Membership Award' in June 2019, which gives national recognition for good practice and the active inclusion of children and young people in dialogue that results in change. This is in recognition of projects led by CFP members, including Cut the Cost of the School Day Programme, Youth Aware Mental Health Programme and the Active 30 Programme.

Children's Commissioner's Takeover Challenge

- 73 The Takeover Challenge takes place annually in November, however, the council's aim is to consider young people's activities throughout the year. The Takeover Challenge puts children and young people into real-life decision-making positions in organisations. By doing this, children gain a valuable insight and experience of a workplace, while organisations benefit from a fresh perspective on their work. The council and its partners have embraced the Takeover Challenge for several years, with the participation levels increasing year on year. This

has resulted in the council being awarded the Gold Award by the Children's Commissioner and a visit to a Children and Families Partnership meeting to handover the award personally.

74 Examples of activities include:

- (a) The Young Police, Crime and Victims Commissioner (PCVC) taking on the role of the actual PCVC for the day; this included attending the County Durham Partnership Board and meeting the Chief Constable;
- (b) A member of the Investing in Children eXtreme Group shadowed Terry Collins, DCC Chief Executive for a morning. He attended a Full Council meeting where he was given the opportunity to ask questions;
- (c) The Durham County Council Children and Young People's Overview and Scrutiny Committee hosted a special meeting at Seaham High School, giving young people the opportunity to discuss the reports which were on the agenda.
- (d) A family fun day was hosted with the Gypsy Roma Traveller community to provide young people the opportunity to share their views on a range of issues.
- (e) Individual schools and groups implemented a range of changes following their engagement mechanisms:
 - (i) Willington Primary School – a mechanism for consulting on and reviewing school menus is in place. Menus now include a pre-order system to ensure young people receive their specific food choices; themed lunch days are being implemented; healthy packed lunches are now actively promoted.
 - (ii) Brandon Carrside Youth Project had worked with 10 young volunteers across Brandon, New Brancepeth, Ushaw Moor and Esh Winning to develop a youth forum and an events committee. The four youth clubs in these areas have received funding from the Area Action Partnership to support their young people to lead on the development of an event and activities committees for and to develop an intergenerational programme for each club. The project will strive to improve the quality of life and independence of residents in these areas.
 - (iii) The young volunteers will receive training which will give them 10 qualifications, which are linked to Age UK County

Durham's Intergenerational work qualification. The projects will work closely with the Mid Durham Area Action Partnership and the Parish Council.

Future plans

- 75 The report has demonstrated that ensuring young people have a voice is central to the work of the council and when working in partnership and that a number of enhancements and improvements to our processes have been made over the last two years. It also positively evidences not only that we have engaged and consulted with young people, but that their views have been acted upon.
- 76 As part of our approach the council will look to consider if there can be further enhancement to what we have whilst being conscious that any further engagement should add to and not duplicate what is already in place. There should also be evidence that children and young people feel that the engagement is valuable. The enhanced approach will consider providing opportunities for young people on an individual basis i.e. as a figurehead but also on a wider scale for a larger number of children and young people.
- 77 With this in mind, over the next few months the council will work with children and young people to explore a number of possible enhancements. Where there is support for these, and where they can be met from existing resources, we would aim to action these in October/November 2019. Where there is support from young people to go ahead but a requirement for additional resources, an additional report will be provided back to Cabinet, as required.
- 78 Options that will be considered with children and young people include:
- (a) Achievement of child friendly communities' status – This is a UNICEF initiative that is a city, town or community in which the voices, needs, priorities and rights of children are an integral part of public policies, programmes and decisions. A small number of councils in the UK have achieved this status, and given the mechanisms outlined in this report, Durham has many of the attributes of a child friendly city in place. Work will examine what more is required to achieve this status and whether it is felt this would benefit young people in the county.
 - (b) Countywide Youth Forum/Council – this could be made up of representatives from individual school councils which currently work effectively on a school by school basis but do not currently have a mechanism that brings them all together to effect change across the County. The primary and secondary school headteachers are meeting together before the end of this school

year to explore this option. This would only partially represent children and young people and acknowledge the need for broader engagement beyond youth school councils. Managing this forum in terms of its size and agendas will need careful consideration given the numbers in youth councils and the number of schools in the county. If progressed a Code of Conduct and Terms of Reference will be drafted to ensure all participants understand their role and how it will influence wider service delivery and how it will be supported by council and partner organisations.

- (c) UK Youth Parliament Representation – Officers will meet with Durham’s three current UK Youth Council MPs by the end of the school term, to better understand the role and identify what benefits came out of the process. Following these discussions, a proposal will be developed as to how a future selection process can be put in place that reflects the broad characteristics of the county and its young people. If progressed, the aim will be to have the three new UK Youth Parliament MPs for County Durham in place by the end of the calendar year.
- (d) AAP Youth Forums – AAPs actively engage children and young people in a wide variety of ways including through surveys as well as targeted engagement events. Given the success of AAPs, plus the challenge of ensuring there is meaningful impact on local priorities as referenced in the option of a countywide youth council/forum, the potential to build on this geography and approach for Youth AAPs is an obvious one to explore with young people and partners. The inclusion of children and young people in existing AAP task groups is one that can be implemented quite quickly.
- (e) Youth Mayor – A number of local authorities have established Young Mayors, usually after a wide-ranging election exercise. However, within Durham, there are plans to employ a Young Person’s Commissioner attached to the Durham Safeguarding Children Partnership and there is also Young Police Crime and Victims’ Commissioner. Any additional role would need to enhance the existing roles.
- (f) Countywide awards for children and young people – this would celebrate the contributions of children and young people from a range of youth organisations and children and young people’s services. We will explore the current awards including the High Sheriff Awards to ensure additionality and not duplication if this option is to be progressed;

- (g) More 'age relevant' mechanisms – This will be explored as mechanisms that could be used across the council and partners to increase engagement activity. For example, social media; vlogs and blogs; pop up stands at relevant events such as music festivals etc.

79 A series of co-production engagement events and tools will be used between June and October to test the above with children and young people and a range of stakeholders before a report is presented to Cabinet in autumn on the findings and proposed action to be taken.

Conclusion

80 A wide range of engagement takes place across the county providing a range of opportunities for children and young people and their families to share their thoughts and feelings. We have also acted on what we have been told across a broad range of service areas. Our strategic vision recognises how involving children and young people is key to influencing decision making and ensuring the best possible outcomes. We will work to enhance and broaden our engagement offer by considering the future innovative options highlighted in this report.

81 Key messages covered in the report show that some of the main issues told to us by children and young people are:

- (a) the increasing impact of bullying;
- (b) the increasing impact of poor Mental Health with specific mention of social media;
- (c) importance of feeling safe both at school and within their wider community;
- (d) the significance of leading on their own care plans and understanding what needs to be in place to keep them safe;
- (e) the benefit that having one trusted point of contact/worker is to them.

82 This report demonstrates that there has been extensive engagement with children and young people over the last two years across a wide range of the Council's services. The ethos of listening to the views of young people is embedded in the Council. Critically, the report also demonstrates that a number of steps have then been taken to act on that feedback to address the issues and opportunities that have been raised by young people.

83 However, the report also highlights the potential to work with children and young people to explore how we can enhance our approach further.

It is proposed that the results of this work are reported back to Cabinet in November and will involve the exploration of new corporate engagement activities as well as a development of an engagement strategy for young people.

Background papers

- None

Other useful documents

- None

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Appendix 1: Implications

Legal Implications

None.

Finance

To be considered as proposals develop

Consultation

Future consultation on engagement mechanisms will be carried out under the Council's Engagement Principles. Key element is sharing engagement feedback with children and young people.

Equality and Diversity / Public Sector Equality Duty

Demonstrate our commitment to engage a wide range of children and young people.

Human Rights

N/A.

Crime and Disorder

N/A.

Staffing

To be considered as proposals develop.

Accommodation

N/A.

Risk

To not engage would risk developing services without the voice of children and young people being captured.

Procurement

To be considered as proposals develop.

Appendix 2: Primary School Student Voice Survey Questionnaire

Attached as a separate document.

Appendix 3: Secondary School Student Voice Survey Questionnaire

Attached as a separate document.