

Children's Rights Annual Report 2016 / 2017

Achievements:

185 advocacy referrals received, 143 worked with (including CYP from 2015/16 still active in 2016/17).

91 IV referrals received, 76 worked with (including CYP from 2015/16 still active in 2016/17).

80% of all advocacy closures have shown improved self-assessment scores.

84% of accepted and progressed advocacy referrals were allocated and contacted by an advocate within 14 days of receiving the referral.

55% of our work with closed cases has been direct with CYP.

95% of CYP who completed the satisfaction survey were happy or very happy with the service.

98% of CYP who completed the satisfaction survey would recommend our service to friends.

Referrals, Promotion and Summary of work:

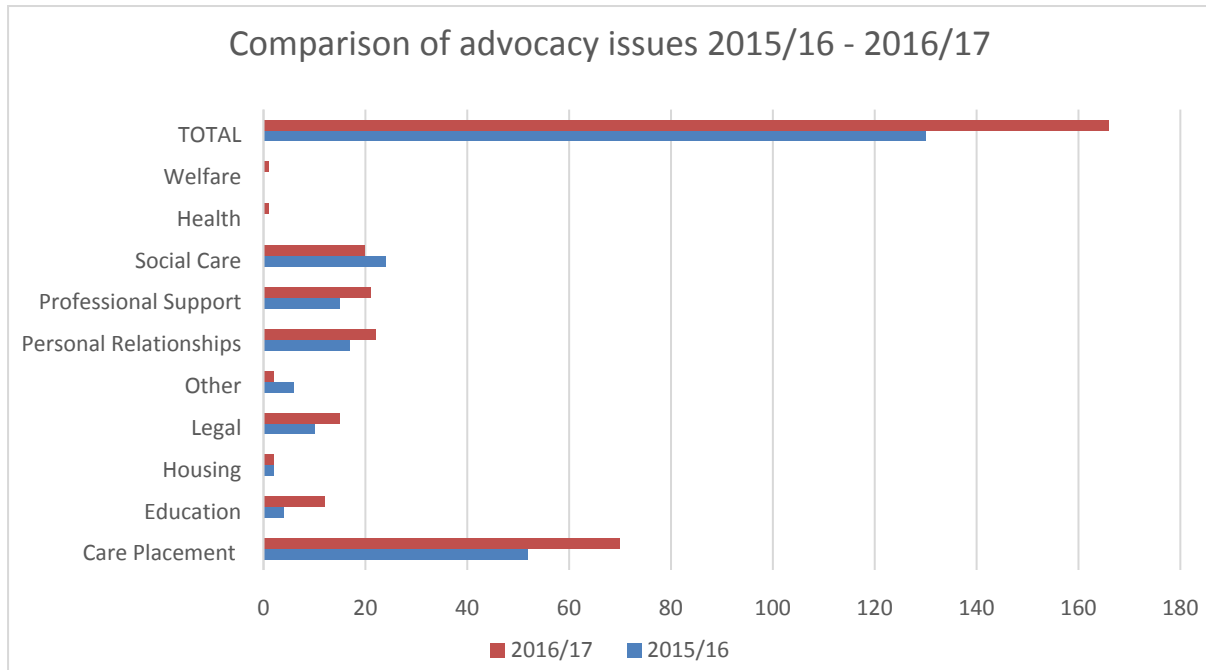
We have leaflets aimed at CYP and professionals for both advocacy and IV services and a further leaflet aimed at potential volunteers. Examples of promotional leaflets are attached separately. Since 1st April 2016 we have carried out the following promotional work:

- 29 sessions with 303 professionals
- 10 residential group sessions with 90 CYP

We have had a significant increase in advocacy referrals (42) this year in comparison to last year (monthly breakdown given in Q4 report). Although our eligibility criteria has increased we have not received referrals for CYP transitioning to adult services with CAMHS, young carers and SEND, unless they were CLA referrals transitioning to adult services. And 10 referrals were received for Children in Need; the majority of referrals are still for CLA.

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A breakdown of advocacy issues can be seen below:



Placement issues, professional support and personal relationships remain the highest number of advocacy issues dealt with.

Participation, policy work and the voice of young people:

We have continued to provide information to our policy and campaigns team, whom are in contact with Cllr Sue Prynne and the Corporate Parenting Board, regarding council tax exemption for Care Leavers across Lancashire. Also see attached report sent to Corporate Parenting Board with summary of common advocacy issues.

Following a piece of work with ITV Fixers we have also launched an 'Independence' booklet, created by care leavers, for care leavers:

https://issuu.com/fixersdesign/docs/going_it_alone

Two young people, a care leaver and a young lady previously on CIN plan are working with our campaigns team to produce a video to highlight the issues with debt for young people and how to prevent it, this is not yet public

<https://vimeo.com/215669047/3e13f01753>.

There is ongoing work with our policy team and the DWP discussing and highlighting struggles of care leavers who are sanctioned. Lancashire PPA team have also been

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involved in these Round Table Discussions in London and are continuing to work with PPA teams to develop the local offer for care leavers. There is also an ongoing piece of work with British Gas to help when vulnerable people move to independence.

User Satisfaction Survey's and Feedback from young people:

40% of closed cases completed the anonymous iPad survey. This figure is expected to rise in 2017/18 as we are now completing these more often at every 6 monthly review with 'matched' CYP and long term advocacy cases, as well as for every closure.

Of the 40% who completed the survey 95% were happy or very happy with the service and 98% would recommend the service to their friends. **Please see below quotes taken from CYP who have had an Independent Visitor:**

"My IV is a positive male role model, and has influenced positive family life, helps think about bad moods and feelings."

"Helped me try new things, helped my confidence in talking to new people."

And the following from CYP who have accessed the advocacy service:

"Made sure I was receiving the support I need."

"My contact with family has been increased since working with my advocate and my behaviour has changed since working with her."

"She is very supportive, follows up with me & has a very good knowledge. Just a genuine, kind person & trust her as a professional."

"Having someone independent to speak up for me in my meeting."

"They made it easier for me to do things. I wouldn't have been able to do on my own and I felt supported. They did more for me than any other service/worker."

"She was my voice to my social worker and IRO; she kept in touch as much as she could even now that I am settled as I don't pick up my phone much. - I am happy looking forward to having my baby boy & I get to stay in this foster placement as I wanted."

Training of volunteers 2016/2017:

The new training package was launched this year covering:



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- Introduction to TCS and the IV role
- Communication and Building Relationships
- Safe practice and boundaries
- Safeguarding

Our training is now over 2 full days and is mandatory for all IV's. We have received 41 volunteer applications, 20 of those fully completed training. Throughout the year we have had 63 volunteers end their role due to personal circumstances or whom have withdrawn following an enquiry or an application being received.

'New Year. New Start' Volunteer recruitment has really helped increase applications. The advert has been changed with details of specific locations, rather than listing "Lancashire". We have worked with our media team to promote the volunteering opportunities on Facebook, between the 10/3/2017 and 17/3/2017 we saw the following results:

Reached – 25,312

Spent -£99.62

Shared – 56 times

Comments – 9

Link Clicks – 714

Engagement – 898

The new volunteers will continue to work through their induction and will be matched in 2017/18 contract year.

Moving into 2017/18:

We are going into 2017/2018 contract year with 59 open advocacy cases and 56 open IV cases, 26 of which are already matched. The team remains as:

Service Manager – 30 hours – Kirsty Clarke

Advocate – 37 hours- Shagufta Khan

Advocate – 37 hours – Brenda Entwistle

Volunteer Co-ordinator – 37 hours – Cindy Moseley (supported by agency worker Simon Husband)

Children's Rights Support Worker – 16 hours – Nafeesa (who has been on long term sickness and due to go on maternity leave)