

# Lancashire Children's Rights

*Advocacy and Independent  
Visitor Service*

The  
Children's  
Society

*"Children's rights are about treating children with equality, respect and dignity to which they are entitled, not because they are the "adults of tomorrow" but because they are human beings today."*

Child Right's Information Network

# Our Team

- Kirsty Clarke – Service Manager
- Shagufta Khan – Advocate
- Brenda Entwistle – Advocate
- Cindy Moseley – Volunteer Co-ordinator (IV)
- Simon Husband – Volunteer Co-ordinator (IV)
- Nafeesa Kovariwala – Children's Rights Support Worker (IV)

Lancashire Children's Rights, Unit 12 East way Business Village, Olivers Place, Fulwood,  
Preston, PR2 9WT  
(01772 759233)

# Our Aim

- Ensure vulnerable CYP have the opportunity to influence decisions, policies and practices that affect their lives.
- Provide independent advocacy support to eligible CYP
  - Issue based advocacy – provided for a particular purpose, such as support for complaints and representation, and is provided on a time limited basis until a problem is resolved.
  - Meeting Based Advocacy – to enable CYP to participate effectively in the planning and review process for their care, wellbeing and education.
- Recruit, manage and sustain Volunteer Independent Visitors for Children Looked After, who will befriend and assist CYP.

The service has operated since April 2000.

# Who do we work with?

## Advocacy:

- CYP who are in care of Lancashire County Council (*issue and meeting based*)
- CYP who have left Lancashire County Council care up to the age of 21 (*issue and meeting based*)
- Children in Need under Section 17 of the Children Act 1989 (*issue based only*)
- CYP approaching 18 and undergoing assessment to enable them to participate in the planning and review processes for their transition to adult services (SEND, CAMHS and young carers)

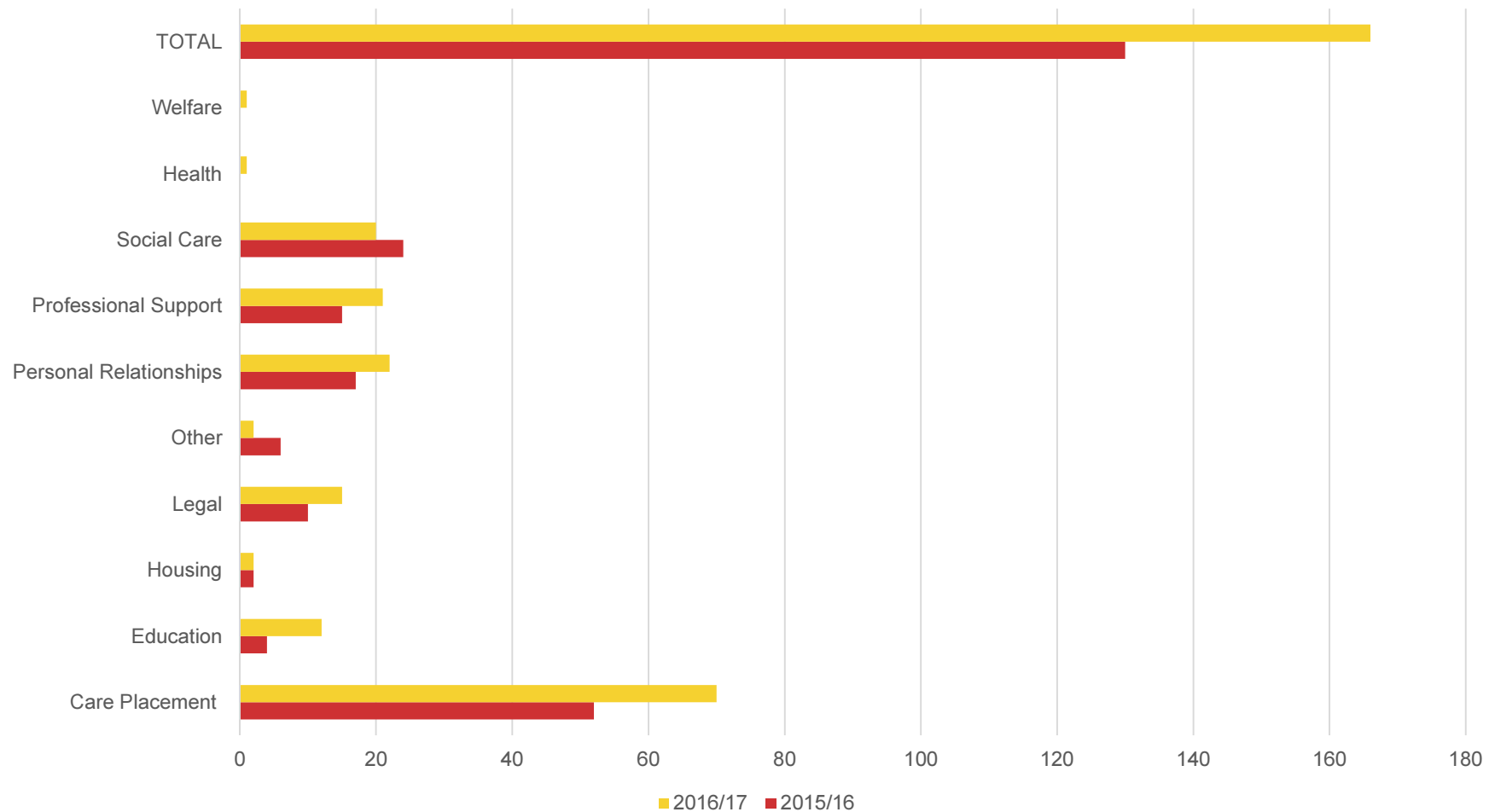
## Independent Visitor:

- CYP who are in care of Lancashire County Council up to the age of 18.

# 2016/17 Annual Review

- 185 advocacy referrals received, 143 worked with
- 91 IV referrals received, 76 worked with
- 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.
- 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.

# Advocacy Issues 2015/16 – 2016/17



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

# **2017/18 Q1 April –June Advocacy issues**

- Care Placement – 46
  - Support in meetings – 20
  - Personal Relationships – 17
  - Professional Relationships – 13
  - Education – 10
  - Social Care – 9
  - Legal – 8
  - Financial – 4
  - Housing – 1
  - Other – 1
  - Welfare – 1
- 
- 130 advocacy issues for 71 young people worked with.

# Advocacy Service – Feedback from young people

- Currently 58 open cases.

*“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.”*

*“Supports me, - Listens to me - Understands me or if she doesn't she will try - Seems to fight for what is best for me - Gives me advice - Makes me feel like I am not on my own”*



# Independent Visitor Service – Feedback from young people

- Currently 38 active matches, 12 young people waiting.

*“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.”*

*“I am happy with my IV because she takes good care of me.”*

*“I am happy because she takes me out to fun places and dose lots of fun stuff like looking at horses and bowling and other fun stuff like that and Helen talks about what we will do in the future and when we will do it”*

*“Just talking and listening”*

*“She helped me with confidence and also she made me feel like I was important”*