



8th June 2023

How can Bright Spots unlock 'Stable Homes, Built on Love'?

Welcome to the webinar.

**Please make yourself comfortable as we
wait for everyone to join the meeting.**

 @CoramVoice

 Coram Voice

 @CoramVoice

 Coram Voice

Welcome

- Please keep yourself on mute, and if comfortable have your camera turned on.
- Pop any questions you have in the chat.
- Questions will be answered throughout the webinar after each section has been finished.
- Please be aware that this webinar is being recorded.





Agenda

12:30pm – 1:15pm

- **Introduction** Ian Stewart-Watson – Practice Advisor, Bright Spots Programme, Coram Voice
- **What changes are the Department for Education recommending?** Linda Briheim-Crookall - Head of Policy and Practice, Coram Voice
- **What is Ofsted's new framework for care leavers?** Matthew Brazier - Specialist Adviser (Looked After Children) and Project Director, Supported Accommodation (Children in Care and Care Leavers) at Ofsted
- **How can Bright Spots help local authorities meet the challenge?** Linda Briheim-Crookall - Head of Policy and Practice, Coram Voice
- **Q&A Linda and Matthew**

Agenda cont.

1:15pm – 2:00pm

- **Impact of the Bright Spots ‘Your Life, Beyond Care’ survey as part of the New Belongings programme**
Stockport Council - Pauline Plaiter, Leaving Care Team Manager
- **Co-production of services with young people** *Hull City Council* – Dr Claire Baker, Senior Practice Advisor, Coram Voice
- **Our experience of the Brights Spots ‘Your Life, Your Care’ survey** *Hertfordshire County Council* – Sam Jeffery, Separated Migrant Children & Care Leaver Service Manager and Sarah Baker, Head of CLA & Care Leaver Service
- **Q&A with local authorities**
- **Using Bright Spots in your local authority** Susanna Larsson
– Operations Manager, Bright Spots Programme, Coram Voice
- **Close**

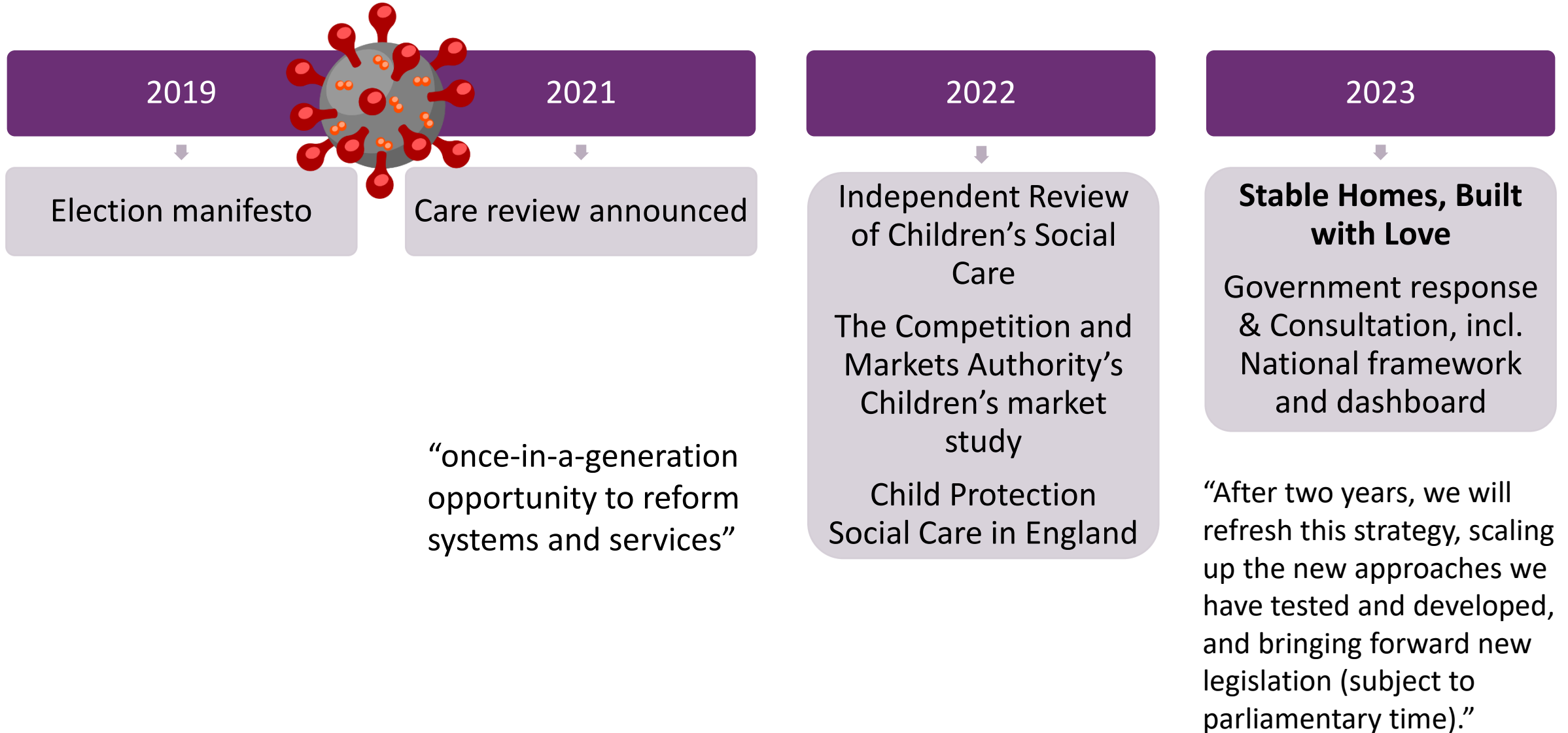




What changes are the Department for Education looking to bring about?

Linda Briheim-Crookall
Head of Policy and Practice, Coram Voice

Background



Pillars / Ambitions

“Our ambitions for reform will put love and stable relationships at the heart of what children’s social care does” (DFE, Stable homes, built with love) .

1: Family Help provides the right support at the right time so that children can thrive with their families

2: A decisive multi-agency child protection system

3: Unlocking the potential of family networks

4: Putting love, relationships and a stable home at the heart of being a child in care

5: A valued, supported and highly-skilled social worker for every child who needs one

6: A system that continuously learns and improves, and makes better use of evidence and data

	2023	2024	2025
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Addressing urgent issues

Increasing the recruitment and retention of foster carers	North East hub established to support prospective foster carers (summer 2023)	North East fostering recruitment marketing launch (autumn 2023) Regions for wider roll out selected (autumn 2023)	Support offer and marketing campaigns launch in new areas (summer 2024)
Improving the training and support offer to kinship carers		Delivery partner contract awarded (autumn 2023)	Delivery commences (spring 2024)
Improving access to family finding	Launch bidding round for new funding (spring 2023)	Award funding (summer 2023)	
Uplifting the leaving care allowance	Increased the allowance available to £3,000 (April 2023)		
Addressing the use of agency social workers		Publish national rules for agency use (September 2023)	National rules in place (spring 2024)

Setting national direction

Implementation Strategy	Consultation begins (February 2023)	Government response (September 2023)	
Children's Social Care National Framework and Dashboard	Consultation begins (February 2023)	Government response (September 2023)	Issue National Framework as statutory guidance (by the end of 2023)
Social worker workforce: proposed reforms to the agency market	Consultation begins (February 2023)	Government response (September 2023)	
Working Together Statutory Guidance	Consultation begins (planned to launch in spring 2023)	Issue updated guidance (by the end of 2023)	Start annual updates of Working Together (2024)
Information Sharing Guidance	Consultation begins (planned to launch in spring 2023)	Issue updated guidance (by the end of 2023)	
Social worker workforce: Early Career Framework		Consultation, as necessary, from autumn 2023	
Proposals for legislative reform		Consultation, as necessary, in autumn 2023	
Practice Guides for leaders and practitioners		Develop and design Practice Guides (2023/24)	Disseminate Practice Guides (2024/25)
Key publications and reports		Report to Parliament on information sharing and Consistent Child Identifier (summer 2023)	Data Strategy (by the end of 2023) National Kinship Care Strategy (by the end of 2023) Knowledge and Skills Statement for Family Help Workers (summer 2024)

Laying the groundwork for future reforms

The Families First for Children Pathfinder		Wave 1 begins (September 2023)	Wave 2 (2024)
Family Networks pilot		Wave 1 begins (from summer 2023)	Wave 2 (2024)
Regional Care Cooperatives			Pathfinders (spring 2024)
Early Career Framework	Early adopter launch (spring 2023)		

Stable homes, Built with Love



Ofsted's inspections of local authority children's services (ILACS) – the new care leavers judgement

Matthew Brazier

Specialist Adviser (Looked After Children) and Project Director, Supported Accommodation (Children in Care and Care Leavers) at Ofsted



New stand-alone judgement on care leavers' experiences and progress

- Introduced in January 2023
- 15 published reports since the new judgement was introduced
- A mixed picture:
 - 1 outstanding for care leavers
 - 6 good for care leavers
 - 7 requires improvement to be good
 - 1 inadequate
- Most of the judgements mirror the overall inspection judgement



Areas for improvement

- Quality & effectiveness of pathway planning
- Quality of support to care leavers aged 21-25
- Care leavers' participation in service planning
- Accessibility and quality of the local offer
- Care leavers' understanding of their health histories
- Earlier engagement with personal advisers



Strengths

- The quality of relationships between care leavers and their personal advisors including help with transitions
- Young people's health and vulnerabilities are well understood in most places
- Work to support young people in employment, education or training (virtual school providing good support), including at university
- Strong response to unaccompanied asylum-seeking young people and young parents



Supported accommodation

- We agreed to regulate supported accommodation for looked after children and care leavers in December 2021
- Supported accommodation regulations came into force on 28 April – we started to accept applications to register on the same day
- To legally operate, existing providers must be registered (or have submitted a complete application to register) by 28 October 2023
- We'll be consulting on proposals for inspection between July and September – we begin inspections in April 2024

'We know that for some looked after children and care leavers, supported accommodation can be the right choice as they move into adult life. But although there are some examples of excellent support, this just isn't consistent across the board.'

New standards and oversight are absolutely necessary, so I'm pleased that Ofsted has been asked to develop a regulatory system and inspection framework for supported accommodation. All young people deserve to live somewhere they feel happy and safe, which is why we are developing a system that places the interests of young people at its heart.'

- Amanda Spielman, HMCI



Supported accommodation regulation and inspecting

You can send questions to EYRegulatoryandSocialCare@ofsted.gov.uk

See also the National Children's Bureau Sector Awareness and Provider Preparedness Programme (FAQ, support opportunities, videos etc)

[Supported Accommodation \(ncb.org.uk\)](https://www.ncb.org.uk)

Ofsted on the web and on social media

www.gov.uk/ofsted

<https://reports.ofsted.gov.uk>

 www.linkedin.com/company/ofsted

 www.youtube.com/ofstednews

 www.slideshare.net/ofstednews

 www.twitter.com/ofstednews





How can Bright Spots help local authorities meet the challenge?

Linda Briheim-Crookall
Head of Policy and Practice, Coram Voice

Importance of listening

kids **feel important** when you involve them in stuff about their life
11-18 year old

I think its important for people to listen to young people they are the **experts of their life**. as a young person I don't think the best decisions are always made for me as I am hardly ever asked what I would like. 11-18 year old

National practice framework – key principles

1. Children's welfare is paramount, and their wishes and feelings are sought, heard and responded to:

“The voices of children and young people should be sought and heard at every stage of support, and they should contribute to decisions made about their lives, wherever possible.”



Framework for inspecting local authority children's services (ILACS)

The ILACS inspections focus on the effectiveness of local authority services and arrangements:

- to help and protect children
- the experiences and progress of children in care wherever they live, including those children who return home
- the arrangements for permanence for children who are looked after, including adoption
- the experiences and progress of care leavers

Ofsted also evaluate:

- the effectiveness of leaders and managers
- **the impact they have on the lives of children and young people**
- the quality of professional practice

ILACS Inspection is underpinned by 3 principles. Inspection should:

1. **focus on the things that matter most to children's lives**
2. be consistent in our expectations of providers
3. prioritise our work where improvement is needed most

Ofsted self evaluation

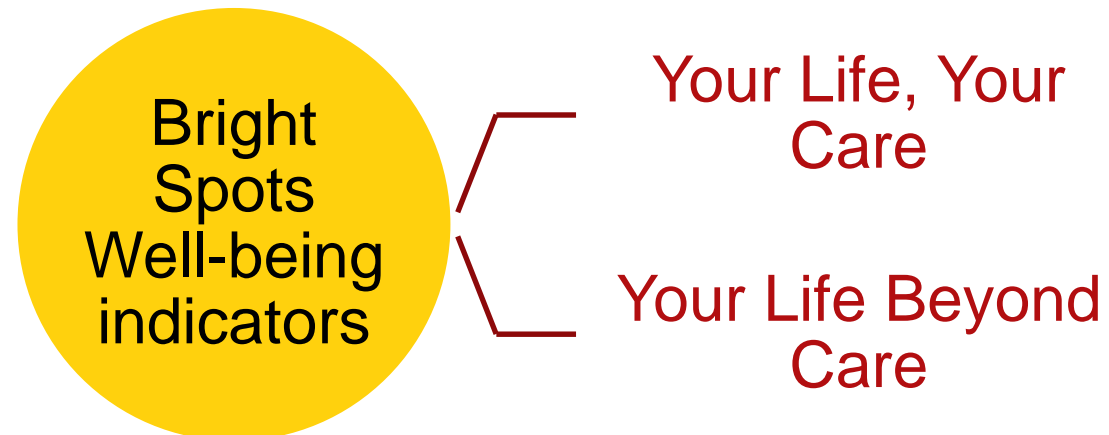
- *Ofsted ask local authorities to share an annual self-evaluation of social work practice. This helps Ofsted to see whether leaders and managers have a grip on practice and are taking suitable actions.*
- *Suggested sources of evidence include:*

Feedback from children and families

Children and young people as 'experts' in their lives



Subjective Well-being:
Feeling good and doing well at both individual and interpersonal levels.



“When care is needed, it means providing loving relationships and homes that are healing. It means **nurturing the foundations for a good life** for the care experienced community: to be loved, excel in education, have a good home, have purposeful work and to be healthy.”

(Josh MacAlister, Chair of the Independent Review of Children’s
Social Care)

What makes life good?

Co-produced with children and young people to explore what they told us made their lives good.

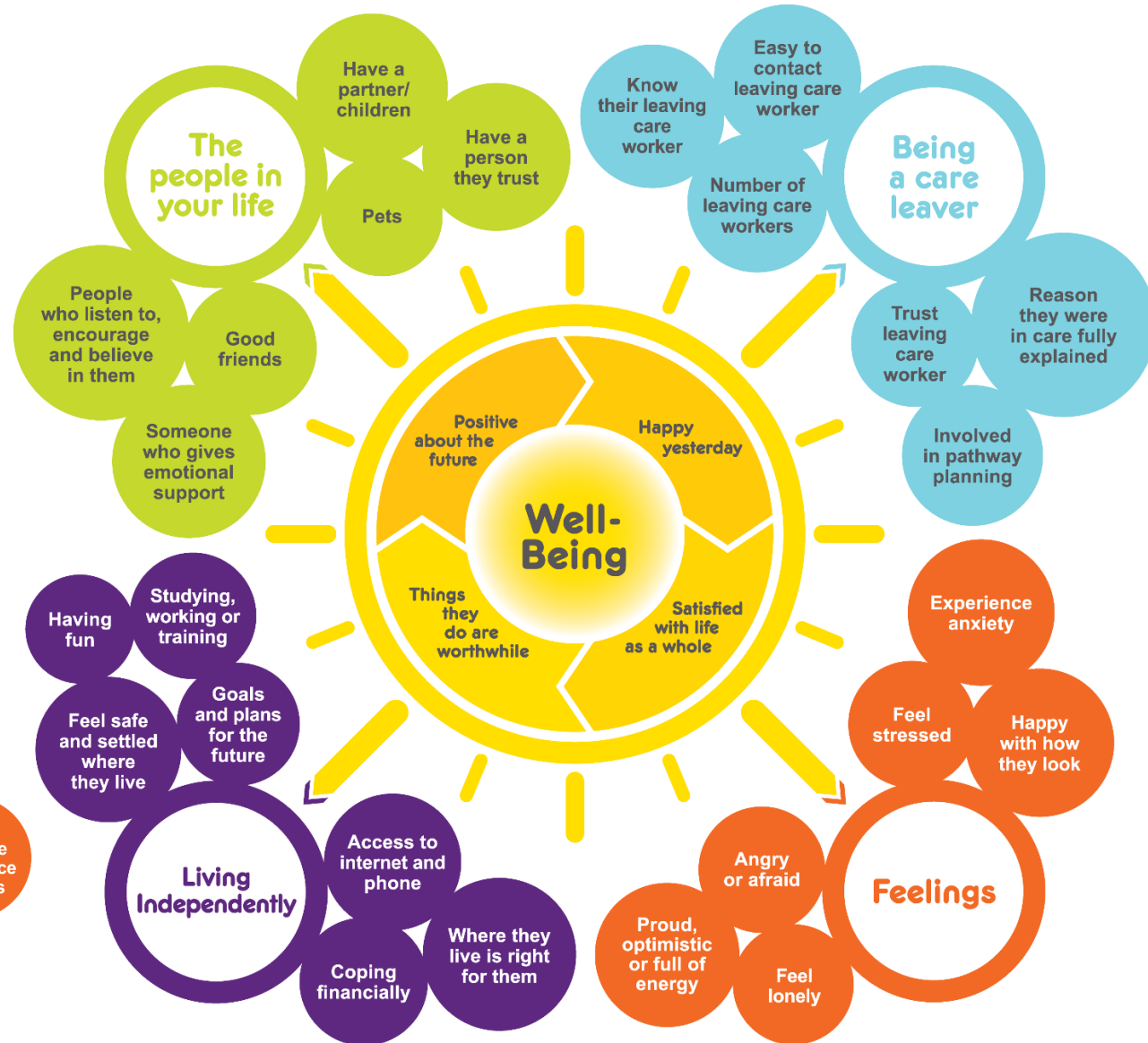
It gives you that evidence base on how children feel, which is the true measure on how you're doing as a local authority isn't it?

Development Officer

Your Life, Your Care



Your Life Beyond Care



The experiences and progress of care leavers



Evaluation criteria Description

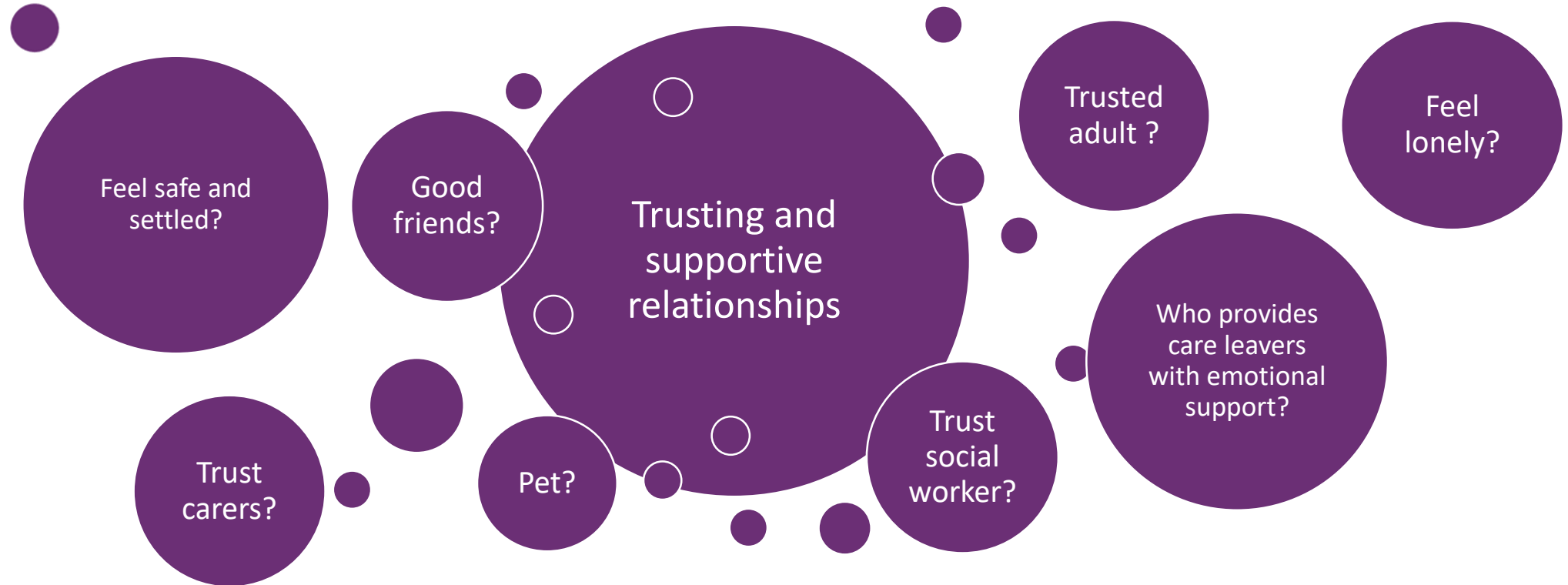
Relationships and participation

Care leavers have positive, **trusting** and **stable** relationships with personal advisers, carers and other professionals. Professionals are committed to protecting them, **promoting their emotional health and well-being**, acting in their best interests and helping them to understand what is happening in their lives. They are **ambitious for young people's futures** and celebrate their achievements.

Care leavers are supported to maintain relationships with people who are important to them (for example, family, friends, carers, former carers and professionals). **They have strong social networks** that they can rely on when they need support, and that **keep them from experiencing loneliness and isolation**. These relationships and social networks

“In the future we will develop additional indicators about what matters most for this outcome building on existing validated tools wherever possible. This should include indicators that tell us more about children’s experiences in care by capturing their voices, the extent they feel listened to and their physical health. To align with the care experience missions, we will explore developing an indicator for loving relationships such as the percentage of children and young people that report having a really good friend and someone they trust..” (National framework and dashboard consultation)

What do children & young people think about the quality of their relationships and homes?



Informing leaders and services

DFE - “Leaders understand the children, young people and families that live in their area, and design services that will meet their needs, based on the best available evidence of what will improve outcomes.”
(National framework)

Ofsted - Care leavers’ participation in service planning identified as an area for improvement

We looked at Bright Spots and thought it’s probably the best way to systematically get all the views of our children and young people or as many as we could possibly get. And the benefits of that is what comes with it, so it’s not just the survey: - it’s the report, it’s the links with wider research against your peers. ... To be able to have the reports and stuff produced was excellent. The fact that it was a well-recognised scheme ... it had university backing... the detail and the practice behind the survey itself, was what appealed as well.
(Service Leader)

Home » For professionals » Bright spots » Resource Bank

Resource Hub

Since 2013, the Bright Spots programme has helped local authorities directly hear from their children in care and care leavers through two sets of surveys, *Your Life, Your Care* (for children in care aged 4-18 years) and *Your Life Beyond Care* (for care leavers aged 16-25 years).

This Resource Hub includes practice examples from local authorities who have listened to what their care experienced children and young people said was most important to them. There are also a wide range of other useful materials and learnings produced by Coram Voice over the years, such as national reports, publications and webinars.



Featured Bright Spots Resources

Reports



Staying Connected

5 May 22 | Relationships | Friends & family | All

[Read more >](#)

Reports



What Makes Life Good, Care leavers' Views on their Well...

11 Nov 20 | Emotional health & well-being | Measuring well-being | All

[Read more >](#)

Video



Evaluation of Bright Spots programme

10 Oct 20 | Emotional health & well-being | Measuring well-being | All

[Read more >](#)

Practice Examples



Fostering five

3 Mar 22 | Emotional health & well-being | Life satisfaction | Sheffield

[Read more >](#)

<https://coramvoice.org.uk/for-professionals/bright-spots/resource-bank/>

Stable homes, Built with Love



Common themes in NB action plans

We analysed the 8 local authority action plans – the themes below were most commonly worked on:

1. Support from leaving care service	<ul style="list-style-type: none">• All 8 local authorities (LAs) included this in their action plans• 46 specific actions
2. Improving accommodation	<ul style="list-style-type: none">• 7 LAs included this in their action plans• 53 specific actions
3. Emotional health and well-being	<ul style="list-style-type: none">• 6 LAs included this in their action plans• 46 specific actions
4. Education , employment and training	<ul style="list-style-type: none">• 6 LAs included this in their action plans• 45 specific actions
5. Financial support	<ul style="list-style-type: none">• 6 LAs included this in their action plan• 34 specific actions
6. Other areas	Local authorities worked on a range of other actions e.g. understanding personal history; tackling isolation etc.

Mission 3 – extend corporate parenting

Bright Spots supports partnership working and provides useful evidence to partners

[The data] really drove things, for example with the housing. There were things being thought about, but it helped push things over the line, because the evidence was there for what we were doing, rather than it seems like a good idea... the survey really helped, that was one of the key things. We had a really good response rate in the first survey, of care leavers responding to that, it's harder to argue with that when several hundred care leavers say they need support with that.

New Belongings Local authority lead

- **Oldham:** Through New Belongings the relationships with housing colleagues were reported to be strengthened – over time this led to the setting up of their first ‘House’ project in partnership with 2 neighbouring authorities
<https://thehouseproject.org/local-house-projects>

The importance of local solutions

The important lesson from New Belongings is that the value comes from working with young people locally to develop solutions that they feel will make the most difference to them.

Not only does this identify the changes that are relevant to care leavers in their particular area, but the process itself has benefits for the young people participating.

We collated some feedback from young people about what they felt they got out of New Belongings

<https://www.youtube.com/watch?v=q7Akw0xHRYE>



*[Being involved] has helped me feel heard and feel positive about the future of care leavers. This has also made me feel like some things can be changed for the better. This is a sense of relief because sometimes in the care system you feel like you're going to get nowhere. You feel trapped and lost and forever lonely but this has all these changes that have come into place through the New Belongings (Project) have carried on to benefit many others and I would like to carry on seeing these changes progress and stay in place in the future. So I am really happy to be a part of this. **Care experienced young person involved in New Belongings***



**Any questions for
Linda or Matthew?**

Introducing local authority Bright Spots work

Ian Stewart-Watson

Practice Advisor, Bright Spots Programme,
Coram Voice



Impact of the Bright Spots 'Your Life Beyond Care' survey as part of the New Belongings programme

Stockport Metropolitan Borough Council

Pauline Plaiter
Leaving Care Team Manager

How survey findings from New Belongings have supported Stockport to make improvements for our care leavers

- Stockport has been involved in New Belongings since 2003 in wave 1 as a cluster with other GM LA's and again in 2020-22 in the second wave.
- The New Belongings approach supports inclusion, understanding and co-production for priorities and action:
 - Bright Spots 'Your Life Beyond Care' survey – **encouraging young people voice and feedback (81% response rate)**. The report and video highlighting themes to turn into priorities for action
 - **Self-assessment** – opportunity to come together and have discussions, reflections and challenge about where we are identifying key areas for action
 - **Practice Bright Spots**
 - **Co-production** of key priorities and action plan with young people and wider stakeholders
 - Providing a **framework and evidence** to raise awareness with Chief Executive, Corporate Leadership Team and Councilors for action and to drive change.



Stockport's Bright Spots findings

The survey findings showed that Stockport have maintained good results in several areas, with **4 of our of the six Bright Spots awarded in the 2019-20 survey being awarded again in 2022**, and one new Bright Spot given in the 2022 survey. The Bright Spots areas highlighted were:

- Continuity of leaving care worker (and significant improvement from last survey)
- Trust in leaving care worker
- Pet ownership
- Having a smartphone
- Understanding why you were in care (new for 2021-2022)

Five priorities were then co-produced with our young people.



Stockport findings: Priorities

- Priority 1: Achieving your Goals and Aspirations (Education, Employment and Training).
- Priority 2: To support you to feel safe, supported and secure in your home.
- Priority 3: Support care leavers to have good physical, emotional and mental health and reduce health inequalities.
- Priority 4: To support you to manage your money and make it stretch for the things you want to do.
- Priority 5: Develop and implement a staying close 3-year pilot programme offer for care leavers leaving residential care.



Key change - Safety in Accommodation

- The Bright Spots 'Your Life Beyond Care' survey highlighted that **'just over a third (36%) of care leavers reported not 'always' feeling safe' and 'nearly half (47%) reported not 'always' feeling settled in their accommodation'**.
- Deep dive research project into young people's lived experiences with young people to inform action
- Piloted the **Ring Doorbell scheme** (£125 bundle x8 young people) with positive feedback from young people and now rolled out
- To date – we've currently supported 34 young people with a Ring doorbell.



Key change – Longer term impact

Safety in Accommodation

- **Accommodation group** established and led by Director – to support a business case for more post-18 supported accommodation for care leavers.
- This work was the foundation for our **DfE Staying Close bid** - awarded £2.4m to strengthen offer to young people leaving residential care and independent living. We went live in March 2023 and are now working with 29 young people.
- Also part of the **Greater Manchester House project** – 4 Stockport young people.

NEW Staying Close offer for Stockport Care Leavers

Leaving care at 18 years can be exciting, but for some young people leaving care can be a worrying time.

Staying Close is a new project in Stockport that offers more support to young people aged from 16 years that are in residential care with a plan for moving to your own flat when you leave care at 18 years.



The team can support you with areas such as: preparing and developing independent living skills e.g. budgeting, shopping, cooking and DIY, finding a home, accessing education or help with finding a job or training, support you to rebuild family relationship that are important to you and help you with your emotional health and wellbeing.

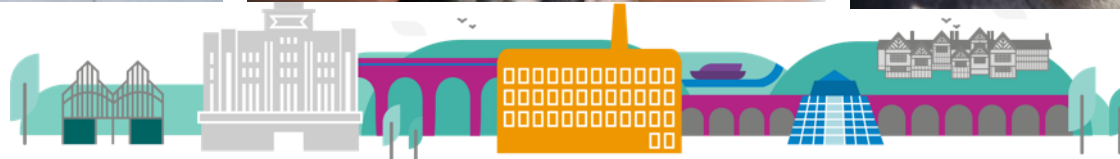
If you are interested in our new Staying Close offer, please speak to your Social Worker or Personal Adviser for more information.





Key change - Working with the Blue Cross for Pet Care

- **48% care leavers in Stockport own a pet** for love, companionship and emotional support (48% v 28% in other LA's)
- We are developing a **new offer to support care leavers** with caring for their pets:
 1. Development of a pet food bank
 2. Workshop sessions from The Blue Cross as part of our Life Skills Pre Tenancy training
 3. Living with Pets section on our BeeConnected app and Local Offer website including Pet Welfare Toolkit



Our journey together continues



- We continue with our improvement journey with our young people.
- We continue to listen, learn and make changes that are co-produced.
- If you have any questions please don't hesitate to ask or get in touch:

Pauline.plaiter@stockport.gov.uk

Co-production of services with young people

Hull City Council

Dr Claire Baker

Senior Practice Advisor, Coram Voice



Bright Spots in Hull



- Hull were really pleased with the large number of children in care and care leavers (over 400) who took the time to share how they were feeling and doing through the Bright Spots surveys.
- The local authority are committed to making sure children and young people (and those who support them) know what will happen as a result of what everyone said.
- They are also committed to making changes alongside young people.
- Lots has happened....



Hull: Listening and responding to how children and young people feel

- Hull have committed considerable time to **disseminate the Bright Spots findings** across all departments of children's social care – from student social workers right up to the Director of Children's services and elected council members. Sessions have been held to **give staff time to reflect on the findings and what it means for them in their role** – those attending were asked to make 'pledges' about what they personally could do in response to what children have said – this has resulted in individual and team commitments to 'do' and 'think' differently. Over 450 practitioners people have attended these sessions so far.
- **'You said, we are doing together'** posters have been created following the Bright Spots dissemination events led by the children in care council – the posters capture some of the work Hull are doing to address children's priority issues (family time, friendships, bullying etc)



- Hull have **created a film in the style of ‘words and pictures’** (Signs of Safety approach) which includes messages from social workers about what they are going to do in response to Bright Spots findings. Words and pictures is a way of explaining things really clearly to children - the film (7 minutes) has been really well received by children – it has been shared with them by their carers and workers.
- <https://www.youtube.com/watch?v=Ma2tE45e1Qs>
- The Director of Children’s services has also **written a letter to all children in care** to tell them about the findings and commitment to action – the letter is accompanied by a **‘words and pictures’ story.**

THANK YOU SO MUCH




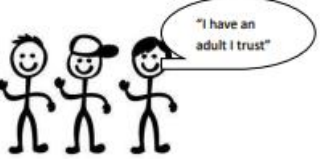
DEAR

I am writing to tell you all about a survey called 'Your Life, Your Care'. You might already know about this because 231 of our children and young people aged between 4 to 17 years of age completed the survey last year. Coram Voice, a leading children's rights organisation, helped us to collect all your views so we could understand what life is like for our children and young people looked after. They asked questions about what was going well and also the things that you might be worried about.

We have got all the answers back and we wanted to say we really appreciate all the time that children and young people took to share their feelings, experiences and views of what life is like. We have listened carefully to what you have told us because we know how important this information is in helping us to make sure the help and support we currently give is the best it could possibly be.

We wanted to share more about the survey with you so we have attached a little story that you can read or an adult can share this with you. If you have any questions or want to know more we can arrange for your social worker to meet with you. We are grateful and could not have done this without all your help.

kindest Regards
 Pauline Turner

<p>Who am I?</p> 	<p>What is Bright Spots</p> 
<p>This is Pauline Turner and she is the Director of Children's Services. Pauline work with all the staff across children's services to help them to make the services that our children, young people and their families receive the best they can be. Today Pauline wanted to share some really important information about a survey that was completed by children and young people who are looked after in Hull. Pauline hopes you enjoy reading about the things that matter most to children and young people. You might even recognise some of the things you told us!</p>	<p>In 2021, you may have completed a survey called 'Your Life, Your Care'. This was a 'Bright Spots' survey and it was organised by Coram Voice. Coram Voice is a large organisation in England who ensure they promote children and young people's rights to be listened to. Children and young people looked after shared information on the things that were going well for them, but also the things that some were worried about.</p>
<p>Listening to our children and young people</p> 	<p>The things you said are working well</p> 
<p>Over 230 of our children and young people took the time to complete the survey. When we got all the answers back, we knew that it was really important information that would help us ensure that the care and support we provide is the best it can be.</p> <p>We have spent a year learning from all the things that children told us and we have made some changes to the way we are doing things. We made sure every social worker knew about the things children and young people told us. We even made a webinar that they have watched. We shared your views far and wide across Hull.</p>	<p>Lots of children told us things are working well. Nearly all of the children said they have an adult they can trust and that they feel safe where they live and that they enjoy school or college. Nearly all of the children and young people told us that they like their bedroom.</p> <p>There was so much good information about the people that provide care for children and young people. Nearly all of the children said that the people who care for them take an interest in their education. Nearly all of them told us that they trusted their social worker or carers.</p>

ifferent "You Said"
 said they did not get to do
 gs to their friends.



1 young people told us told
 get to do the same things
 d that this makes them feel
 aid that they don't feel
 hang out" with friends and
 ey are told they cannot do
 ey are in care.

le to have the same things
 eople, like social media
 rust to do the things other
 g people do, like having

Feeling Different "We are Doing"



More will be done by social workers and IROs in reviews to make plans around children and young people being able to join in with their friends and do the same things that their friends do. This will help prevent some of our children and young people feeling different and will make it easier to make really good friends. We are working with our foster carers on this too.

Our social workers have made promises that we speak to children and young people about this as part of our visits.

Our social workers encourage children to use Mind of My Own apps that are available for you to share the things which are most important. If you don't already know how to, ask your social worker or IRO to help you set up a Mind of my Own account.

ial Worker "You Said"



g people told us that
 change of social worker
 ays get given an
 why they are leaving.
 it not everyone says
 us how this can make
 it's really annoying when a

ew social worker
 comes along, and they
 ask you the same questions over and over
 again.

YVIC were asked about this and agreed to
 share their story via a pod cast.

Change of Social Work "We are Doing"



We have said every child or young person should get a written explanation when there is a change of social worker and a meeting where their old social worker introduces their new social worker whenever possible. We have made a promise that children and young people will always be told the reason when this has happened so they will never feel like it is their fault.

YVIC created a podcast looking at how it feels to children and young people when social workers change, and it is not managed well. So far, over 300 social workers have listened to it.

CHANGE OF SOCIAL WORKER

You Said:

“I don’t like it when you get a new one and they ask you the same questions over and over again. Surely they keep a file, they don’t need to start again every change?”

“When social workers have to change there should be a really good reason why, we need a proper explanation as we have a lot of things going on and worry about things”



We are doing:

Every child or young person will get a written explanation and a meeting where their old social worker introduces their new social worker whenever possible.

We have made a promise that children and young people will always be told the reason when this has happened so they will never feel like it is their fault.

The social work standards have been revised and updated with these practice expectations.

YVIC created a podcast looking at how they felt about a change of social worker. So far, over 100 social workers have heard the Podcast and many more will hear it over the next couple of months. We will now be playing the podcast as part of the induction training when new social workers start working for Hull City Council

We have a task and finish group that are creating words and pictures and letter templates for social workers to personalise for children and young people.

We will be creating a poster of promises on what we promise to do when you have a change of social worker.



Hull: Listening and responding to how children and young people feel



- Hull wanted to make sure what matters to children and young people and the things that influence their well-being was at the centre of the work they do at both a practice and policy level

- Hull have **rewritten their practice standards** – these now incorporate the Bright Spots findings.

“By using the standards and expectations within the guide, no matter what is going on in a child or young person’s life they will always receive the consistent support and the right help. We have made sure that the feedback from the Bright Spots survey has been considered in all the different areas”.

<https://www.workingforhullcitycouncil.org.uk/downloads/file/6/practice-standards>

- The **new Corporate parenting strategy** (2022-2025) has also been structured using the Bright Spots well-being domains and is based on Hull’s Bright Spots findings – these told Hull what they need to focus on to improve their lives and experiences and the strategy describes what Hull are doing as a result of the feedback and what they plan to do next.

<https://www.hull.gov.uk/children-and-families/policies-and-performance/looked-after-children-pledge>



Hull: Listening and responding to how children and young people feel



Inspired by what children and care leavers had said Hull's children in care council made a film (**Dream On**) based on the themes from their Bright Spots findings about how children in care were feeling. There is commitment to show the film at meetings and use in training (e-learning for all new council employees).

- The 'Dream On' film has won several awards (ANV 'Voice award' & UK Social worker award for digital transformation)
- Children and young people have reported they feel their local authority is listening to them and making changes. Children and care leavers have created projects inspired by how children are feeling - these projects have been high profile with support from the Chief Executive and wider council.
 - **Sculpture** created for the town hall based on 'what makes life good' – the artwork was unveiled by Hull's Chief Executive and is placed in the Guildhall as a reminder of children's voice
 - **Hopes & dreams prints** produced
 - **Podcast on social worker changes**
- Hull are committed to repeating the Bright Spots findings in the future to see if there are changes in how children are feeling in the areas they have been working on.

All staff need to hear the podcast

We need to make sure goodbyes are a priority

There should be a standard goodbye follow up letter

Saying goodbye when leaving should be top of a social worker's priority. We will show podcasts and messages at STC and team meetings

We will use podcast messages in training inductions and supervision.



We will see the child, not the process

It's really important to hear compliments



I need people to tell me when I'm doing good

SAT
ON
THE
STAIRS
IT IS
QUIET
AND
PEACEFUL



Dream on film...



<https://www.youtube.com/watch?v=llv301aT-zs&t=8s>



Our experience of using the Bright Spots 'Your Life, Your Care' survey

Hertfordshire County Council

Sam Jeffery

Separated Migrant Children & Care Leaver
Service Manager

Sarah Baker

Head of CLA & Care Leaver Service

Being in care should never put you at a disadvantage

We want to be helped to work on our feelings so that we can move on from them and become the best that we can be - when we leave care we should be confident in all our relationships.

Our vision is that being in care should always be better than the situation young people were removed from, or what is the point?

In care, young people should have opportunities to find things they like and are interested in and that help them develop.

Our vision is that the experience of coming into care should be as planned and natural as possible and not traumatic.

Our vision is that our feelings are noticed and respected and that everyone understands it is not surprising if we feel angry, sad or scared.

Our vision is that all young people in care and care leavers feel happy with their lives. To feel comfortable where they live, like anyone does when they are at home.

Our vision is that being in care feels natural and not like being in a system



*See appendix for full text of our vision

Our Values

We are determined to learn from the lived experiences of children and young people so have incorporated the 9 key values our Children in Care Council have highlighted:

RESPECT

DEDICATION

PRIDE

LOYALTY

KINDNESS

HONESTY

LOVE

TRUST

FAIRNESS





Hertfordshire Corporate Parenting Strategy

Our Exciting Life Changing Plan
Hertfordshire Corporate
Parenting Strategy
2022-2025

Introduction

Corporate Parenting' is the collective responsibility of the Council and partner agencies to provide the best possible care, protection and support for children and young people who are 'Looked After', or are over the age of 18 and are qualifying or former relevant Care Leavers.

This collective responsibility was first laid out in the Children Act 1989, followed by The Leaving Care Act 2000. In addition, The Children & Social Work Act 2017 introduced a set of Corporate Parenting Principles for our children in care and care leavers up to the aged of 25. These underpin everything that we do:

- Act in the best interests, and promote the physical and mental health and wellbeing, of our children and young people
- Encourage our children and young people to express their views, wishes and feelings, and always take them into account
- Make sure our children and young people have access to, and make the best use of, services provided by the local authority and its relevant partners
- Make sure children and young people are safe, with stable home lives, relationships and education or work
- Promote high aspirations and seek to secure the best outcomes for our children and young people
- Prepare our children and young people for adulthood and independent living.

This strategy describes Hertfordshire's approach on delivering on these principles to improve the lives of the children in and leaving our care. It outlines our vision and goals and sets out the governance structure and the context in which this strategy sits. The strategy is a result of conversations with our children and young people, who are the experts and their families and carers. This co-production has included the terminology used throughout this strategy:

- Young people voted to keep the current term Children Looked After
- Young people voted to keep the current term Care Leaver
- Young people gave a mixed vote in respect of the use of the word 'home' instead of 'placement'. This strategy therefore continues to use the word 'placement'
- Young people voted to use 'family time or' time with family' instead of 'contact'
- Young people voted to use 'family time supervisor' instead of 'contact supervisor'
- Young people voted to use 'sleepover' instead of 'respite'
- Young people voted to use 'meeting with young people' instead of 'CLA Review'




Our Priorities

Identity:

Children and young people have a strong sense of self, and a clear understanding of their story.



 Bee Included

Positive relationships:

Children and young people feel loved, safe and are supported to maintain significant relationships and a sense of belonging.




 Bee Resilient



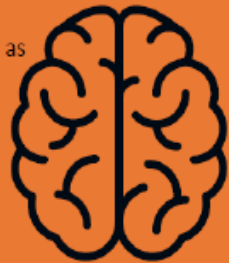
Education, Training and Employment:


Children and young people hold high aspirations and are supported to access the best learning opportunities.

 Bee Ambitious

Emotional Health and Wellbeing:

Ensure children and young people are physically and emotionally as well as they can be.



 Bee healthy

Home and Housing:

Children and young people gain a sense of belonging from where they live as part of a family and community




 Bee Safe


Being in care offers opportunities and equips children to live a successful life:

Ensure young people are safe; settled and well-equipped to face adversity and life's challenges



 Bee Independent

Ensuring all of the above are achieved will lead to our children looked after and care leavers Being HAPPY

 Bee Happy



Positive relationships:

We know in Hertfordshire that:

- The vast majority of our children and young people in care trust the adults they live with and trust their Social Worker.
- More than three quarters (77%) of children in our care regularly talk to their carers about things that matter to them. This is 10% greater than their peers in the general population and 7% greater than children (70%) looked after in other local authorities.
- Most of our children in care (93%) have at least one good friend.
- Just under 50% of our children in care feel that they have the right amount of family time with their siblings, however most expressed how they wanted to spend more time with their families.

	OUTCOME INDICATOR	Baseline (New Belongings 2020 / Bright Spots 2021)
Positive Relationships	Increase the number of children in care that feel they have the right level of family time.	50%
	Reduce the number of care leavers who report they do not have a trusted person in their life	9%

Establishing trusting relationships and working alongside children, young people and families is central to our work. We will continue to prioritise network building so children in care and care leavers have safe and consistent relationships to guide and support them through to adulthood. We will continue to prioritise stability and reduce to a minimum any unnecessary change in children's lives.

You said:

'I'd like to know that this family are going to let me stay until I am 18.'


'I don't feel like I am in care living where I am because I am happy here.'

'I would like to see more consistency with the social worker.'

She has been my rock with advice & answering any questions I may have thrown her way, she doesn't just do the job because it is her job but she makes me feel like she really cares.

'A key feature of wellbeing is trust and this is what we want from the relationship we have with those that care for us. Being able to talk to someone without being scared.'

'I trust him (worker) completely and he has helped me come a long way in the short time we have known each other.'




We will:

We will continue to prioritise helping children and young people to stay connected to those that they love throughout their childhood and into adulthood.

Co-produce with young people standards for workers and be very clear about what a young person should expect from a worker.

Co-produce with young people a new Pathway Plan that asks about who young people feel they can trust and go to in a crisis.

Work to identify opportunities for additional help available to care leavers such as ensuring former carers are clear that they can stay in touch with young people once left and that this message is clear at all stages to include the recruitment of foster carers, supervision and support groups.



Ofsted Inspection Feedback January 2023

- The local authority's corporate and political leaders prioritise the needs of children. They take their corporate parenting responsibilities very seriously and champion children's services across the council and with partner agencies. Leaders are ambitious for Hertfordshire's children.
- Children and young people have renamed and co-produced the corporate parenting strategy as 'Our Exciting Life Changing plan'. Leaders are seeking to further build on children's and young people's participation, increased incorporation of their voices to shape services and support groups for children in care.
- The strategic plan for children and families spans all levels of children's services, incorporating leadership priorities which filter down to the work with families and the setting of individual outcomes against these targets.
- Leaders continually look for, and identify, areas for improvement and development to enhance and expand the services that children and families receive.
- Experienced and skilled social workers and child practitioners talk enthusiastically and affectionately about children who they know well. Young people who have left care are supported by experienced and enthusiastic personal advisers who know them well and advocate strongly on their behalf.
- The local authority is currently recruiting two mental health workers for the care leavers service, as a result of strong partnership working with health services to secure joint funding.



A cleaner and greener environment



Sustainable, responsible growth in our county



Healthy and fulfilling lives for our residents



Excellent council services for all



**Any questions for our
three local authorities?**

Using Bright Spots in your local authority

Susanna Larsson

Operations Manager, Bright Spots Programme,
Coram Voice

Email us on:

brightspots@coramvoice.org.uk

Or call us on:

020 7239 7514



Thank you for attending today's webinar.

Please give us some feedback on this
webinar via this evaluation form:



To keep up-to-date with all things Bright Spots, sign-up
to the *Voices Improving Care* newsletter here:

