

To embed participatory practice in Sunderland we need to action the following priorities:

<b>Objective 1 – Ensure that ALL children and young people have the opportunity to have their voices heard by increasing participation and engagement activity</b>				
<b>Priority</b>	<b>Action</b>	<b>Outcomes/Measures</b>	<b>Timescale</b>	<b>Lead</b>
1. Agreement and implementation of the updated framework	<ul style="list-style-type: none"> <li>To gain approval of and sign up to the framework.</li> <li>To ensure that the framework is integrated with the key Children’s Services planning mechanisms</li> <li>Engage Children and Young People in review, priority setting and monitoring of the C &amp; YP Participation Framework</li> </ul>	<ul style="list-style-type: none"> <li>Framework revised, approved and published.</li> <li>Framework if embedded in service delivery.</li> </ul>	July 16	P & E Lead
2. Establish participation standards for all services to ensure children, young people and their families are systematically and routinely involved in decision making	<ul style="list-style-type: none"> <li>Develop appropriate mechanisms for involvement of 0-5, 5-12 and 13+ age groups and parent/carers in each area</li> <li>An overall structure providing a range of formal opportunities for children and young people to participate is agreed and developed (see attached P &amp; E groups)</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Number of young people participating</li> <li>Range of young people involved in participation opportunities.</li> <li>Age range of children and young people</li> <li>Cascading of information</li> <li>Children and young people feel involved in the decision making in Sunderland.</li> </ul>	Completed (to be revised by SMT)  See Attached standards	P & E Lead
3. Develop multi-agency training package for staff, volunteers, children and young people, parents/carers	<ul style="list-style-type: none"> <li>Identify and analyse good practice across SCC and in other organisations</li> <li>Training package to be designed and delivered</li> <li>Support Materials to be produced</li> <li>Children and Young People to be involved</li> <li>Identify external funding bid and apply</li> </ul>	<ul style="list-style-type: none"> <li>Children and young people to support the creation of a training pack for staff and volunteers</li> <li>Children and young people to lead on applying for funding bids.</li> <li>A toolkit is created in collaboration with young</li> </ul>	On-going	P & E lead/ Workforce Development

	<ul style="list-style-type: none"> <li>• A toolkit for practitioners</li> </ul>	<p>people outlining the processes and activities needed for effective participation</p>		
<p>4. To support, develop and empower the children in care council known as the Change Council.</p>	<ul style="list-style-type: none"> <li>• Increase the membership of the current children in care council</li> <li>• To look at identifying a separate forum for, care leavers and look at how we engage with children and young people in external placements (p.83 OFSTED 2015)</li> <li>• Create a virtual world of LAC and LC young people</li> <li>• Create more opportunities for young people to get involved in decision making</li> <li>• Ensure children and young people have direct input into CPB</li> <li>• Ensure all pledges are matched to a young person, senior officer and councillor.</li> <li>• Identify staff support to support CC and a care leavers group.</li> <li>• Create a virtual world for LAC and LC</li> </ul>	<ul style="list-style-type: none"> <li>• Number of LAC and Leaving care young people attending change council/ change council+ (p.121 OFSTED 2015)</li> <li>• Number of young people in external placements that have been involved in decision making</li> <li>• Feedback at CPB regarding pledges</li> <li>• Number of young people attending CPB</li> <li>• Change Council Action Plan</li> <li>• Completion of virtual world, feedback and access</li> </ul>	<p>Annually</p> <p>Sept 16</p> <p>Quarterly</p> <p>On-going</p> <p>Completed ?</p>	<p>P &amp; E Lead</p> <p>Head of LAC</p>
<p>5. Embedded Sunderland Young Inspectors into service delivery and evaluation</p>	<ul style="list-style-type: none"> <li>• Increase the number of initial and review inspections carried out by young people</li> <li>• Identify an award for services or organisations who are inspected by young people.</li> <li>• Commission out Sunderland Young Inspectors training</li> <li>• Commission SYI to other providers and organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Inspections carried out by SYI</li> <li>• Number of changes made on SYI recommendations</li> <li>• Buy in of SYI training</li> <li>• Requests</li> <li>• Annual Plan</li> </ul>	<p>On-going</p>	<p>P &amp; E Lead</p> <p>Public Health Lead</p>

<p>6. To continue support and develop and empower Sunderland Youth Parliament and City Equals.</p>	<ul style="list-style-type: none"> <li>• Strengthen the role of SYP with schools and academies</li> <li>• Ensure the voice of disabled children and young people are heard</li> <li>• Ensure participation and engagement meetings are accessible to young people with particular needs, whether physical, cultural or emotional.</li> <li>• Training and mentoring for young people involved in the participation and engagement groups</li> </ul>	<ul style="list-style-type: none"> <li>• Number of disabled children and young people involved in decision making</li> <li>• Number of changes made as a direct result of the input from children and young people</li> <li>• Annual report/ work plan for each P &amp; E group.</li> <li>• Number of active young leaders</li> <li>• Number of additional training qualifications and opportunities young people have received</li> </ul>	<p>On-going</p>	<p>P &amp; E Lead Senior YW BYC Director of Education</p>
<p>7. To identify the role of the current CTAN group into the CSP and SSCB advisory network</p>	<ul style="list-style-type: none"> <li>• Increase the membership of the advisory network</li> <li>• Involve young people in the development of their role with both the CSP and SSCB</li> <li>• Develop a virtual network for those young people who want to engage but cannot commit to regular meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young people attending the advisory network – the advisory network to consist of at least 12 young people.</li> <li>• Representation of the advisory network</li> <li>• Number of changes made as a result of the input of children and young people</li> <li>• Forum embedded and meet monthly</li> <li>•</li> </ul>	<p>August 2016</p>	<p>P &amp; E Lead</p>
<p>8. Understand who our vulnerable groups and how we can engage them in decision making</p>	<ul style="list-style-type: none"> <li>• Work with existing groups of young people including young carers and the EYE group</li> <li>• Continue to develop a forum and support mechanism for children and young people who are LGBT+ - requested by young people in</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young people from partnership groups that have been involved in decision making</li> <li>• Number of LGBT young people attending the support group – identified need</li> </ul>		<p>P &amp; E Lead Youth Service Carers Centre</p>

	<p>Sunderland.</p> <ul style="list-style-type: none"> <li>• Ensure the voice of leaving care young people are heard</li> </ul>	<ul style="list-style-type: none"> <li>• Number of leaving care young people attending change council or alternative group</li> </ul>		
9. Develop a more robust mechanism to involve all schools	<ul style="list-style-type: none"> <li>• Work in partnership with the Director of Education</li> <li>• Engage with school governing bodies</li> <li>• Schools to have a mechanism for enabling students to have a voice heard both in their schools and communities</li> </ul>	<ul style="list-style-type: none"> <li>• Children and young people to be part of the school governing process</li> <li>• Schools, colleges and academies in the LA area recognise participation and engagement in Sunderland as a powerful voice for children and young people.</li> </ul>		<p>Director of Education</p> <p>P &amp; E Lead</p>
10. Embed the involvement of children and young people in recruitment and selection	<ul style="list-style-type: none"> <li>• Give all children and young people the opportunity to be involved in recruitment and selection.</li> <li>• Devise a designated toolkit for all service areas to adhere to when involving children and young people</li> </ul>	<ul style="list-style-type: none"> <li>• Young people are involved in recruitment and selection</li> <li>• Young people are feedback to regarding appointments and decisions made.</li> </ul>		<p>HR</p> <p>P &amp; E Lead</p>
<b>Objective 2 – Measure the impact of participation and engagement</b>				
1. Ensure children and young people have direct input into the Children's Strategic Partnership	<ul style="list-style-type: none"> <li>• Identify how young people can have a direct influence into CSP</li> <li>• Work plan for CPB</li> <li>• Work plan for CSP</li> </ul>	<ul style="list-style-type: none"> <li>• Views of children and young people are fed into the relevant boards</li> <li>• Number of changes made as a result of the input of young people</li> <li>• Young people have the opportunity to attend CSP or CPB.</li> <li>• Attendance figures at meetings</li> </ul>	<p>CPB – completed</p> <p>CSP – Aug 2016</p>	<p>CS Director's</p> <p>P &amp; E Lead</p>
2. Implement MOMO across social care services	<ul style="list-style-type: none"> <li>• Introduce MOMO in stages to staff and young people</li> <li>• Ensure young people have the</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young people who has completed a MOMO statement</li> </ul>	<p>Nov 2015 – Phase 1</p>	<p>P &amp; E Lead</p> <p>Social Care</p>

	<p>opportunity to complete a MOMO if they wish to</p> <ul style="list-style-type: none"> <li>• Promotion of MOMO to children and young people</li> <li>• Undertake interrogation of MOMO usage for ICPC, Review meetings, PEP's and complaints to identify any immediate areas/issues</li> <li>• Identify who the responsibility of the dashboard sits with (currently with IRO admin)</li> <li>• Expand opportunities for young people and the use of MOMO</li> <li>• Ensure clear managerial oversight on the impact of MOMO</li> </ul>	<ul style="list-style-type: none"> <li>• Number of changes made</li> <li>• Number of young people who know about MOMO</li> <li>• Increase engagement from children and young people in contact with social care services e.g. care leavers, children in need, looked after children, children in child protection</li> <li>• Improve children and young people's ability to have a voice and feed their views into their plan</li> <li>• Increase social workers focus on young people's lived experience</li> <li>• Increase the flow of information from young people to their social worker thereby improving the quality of decision making</li> </ul>	<p>Feb 2016 – Phase 2</p> <p>June 2016- Phase 3</p>	<p>Director</p> <p>Quality Assurance Director</p> <p>Head of LAC</p>
3. Review and develop the use of Viewpoint across the service area	<ul style="list-style-type: none"> <li>• Undertake an interrogation of viewpoint usage for LAC and responses on a monthly basis to identify any immediate areas/issues for investigation</li> <li>• Ensure clear managerial oversight on the impact of viewpoint reporting on individual LAC case mapping and across all age groups resulting in implications for service delivery</li> <li>• Ensure young people are involved in updates in relation to viewpoint</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly viewpoint analysis report and feedback provided to the service</li> <li>• Number of young people who has completed a viewpoint per month</li> <li>• Number of young people out of area who have completed a viewpoint</li> <li>• Number of changes made to process following feedback</li> </ul>	On-going	<p>Viewpoint Officer</p> <p>P &amp; E Lead</p>
4. Children and young people have the right to	<ul style="list-style-type: none"> <li>• Understand who our vulnerable groups are that need advocates and</li> </ul>	<ul style="list-style-type: none"> <li>• Every young person will receive an information pack</li> </ul>	On-going	Commissioning

<p>an independent advocate currently provided by NYAS (p.115 OFSTED 2015)</p>	<p>understand the NYAS advocate Offer</p> <ul style="list-style-type: none"> <li>• Staff to ensure that children and young people are aware of their right to have an independent advocate.</li> <li>• Development of a promotional plan</li> <li>• Advocacy to be included as part of the training programme for both staff and foster carers</li> <li>• Review of the independent advocacy service</li> </ul>	<p>regarding advocacy within the first 3 months of coming into care?</p> <ul style="list-style-type: none"> <li>• 100% of staff will know about NYAS and its offer</li> <li>• Number of young people accessing an advocate</li> <li>• Service area where nomination comes from</li> <li>• The number of young people who thought that an advocate has made a difference</li> </ul>		<p>P &amp; E as operational lead</p>
<p>5. Monitor and record opportunities for participation and engagement</p>	<ul style="list-style-type: none"> <li>• Carry out an audit of current services and organisations who involve children and young people</li> <li>• Self-assessment of all participation and engagement groups</li> </ul>	<ul style="list-style-type: none"> <li>• Number of organisations involving children and young people meaningful</li> <li>• Achievements of the participation and engagement groups</li> <li>• Annual review of all groups</li> </ul>	<p>Nov 2016</p>	<p>?</p>
<p>6. Ensure children and young people have the opportunity to tell Children's services what we do and don't do well</p>	<ul style="list-style-type: none"> <li>• Work in partnership with the complaints team</li> <li>• Use MOMO as a way that young people can change something or solve a problem</li> </ul>	<ul style="list-style-type: none"> <li>• Number of complaints from young people</li> <li>• Number of compliments from young people</li> <li>• Number of young people who have accessed MOMO to have their voice heard to solve a problem</li> <li>• Number of young people who have had access to an advocate</li> <li>• Number complaints sent directly to the complaints and feedback team.</li> </ul>	<p>July 16</p>	<p>Complaints Team P &amp; E Lead IRO Admin</p>

<b>Objective 3 – Ensure good quality feedback is provided to all children and young people</b>				
Provide feedback timely to children and young people following engagement	<ul style="list-style-type: none"> <li>Request Forms to be completed for the involvement of all groups with an agreed time for feedback</li> </ul>	<ul style="list-style-type: none"> <li>Children and young people are able to identify the outcome of their engagement</li> <li>Feedback what has changed as a result of engagement</li> <li></li> </ul>	On-going	ALL
Devise a range of methods to improve feedback eg. online, social media, quick response methods	<ul style="list-style-type: none"> <li>Develop a mechanism to ensure that feedback is quick and succinct</li> <li>Develop the use of social media as a means of communication with children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback can be provided timeously and is appropriate to level of engagement</li> </ul>	On-going	Planning and Performance?
Develop case studies to illustrate impact of engagement	<ul style="list-style-type: none"> <li>You said we did</li> <li>Publicised</li> <li>Ensure positive new stories</li> </ul>	<ul style="list-style-type: none"> <li>Outcomes of engagement can be demonstrated.</li> <li></li> </ul>	Quarterly	Champions P & E Lead
<b>Objective 4 – Increase the participation and engagement skills of the workforce and its partners to improve the participation and engagement activity</b>				
3. Ensure participation standards are embedded in performance monitoring, contract management, service level agreements	<ul style="list-style-type: none"> <li>Children and young people regularly meet senior staff and elected members and are included in decision making.</li> <li>Service plans to be reviewed by children and young people supported by a set of criteria.</li> </ul>	<ul style="list-style-type: none"> <li>Service plans are monitored and show evidence of children and young people's involvement</li> <li></li> </ul>	On-going	P & E lead Directors
Ensure children and young people are involved in the commissioning of services across the organisation.	<ul style="list-style-type: none"> <li>Young people are involved in the tendering process of all commissioned services which affect them.</li> <li>Young people are involved in the development of the commissioning strategy and involved in contract monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Sunderland Young Inspectors to carry out contract monitoring and quality assurance</li> </ul>	On-going	Commissioning P & E Lead
Review current participation champions	<ul style="list-style-type: none"> <li>Services to identify a lead for developing and promoting participation</li> </ul>	<ul style="list-style-type: none"> <li>Champion per service area</li> <li>Completed what's changed</li> </ul>	Sept 2016	P & E Lead

across service areas	<ul style="list-style-type: none"> <li>and engagement within teams</li> <li>Champions to complete the whats change tool every 6 months</li> <li>Support from line manager in their role and ensure it is an on-going agenda item at team meetings.</li> <li>Look at how to involve MASH with regards to the child's voice (p.32 OFSTED)</li> <li>Develop mechanisms to measure impact of engagement – you said we did</li> </ul>	<ul style="list-style-type: none"> <li>tool to show evidence of YP involvement</li> <li>Regular publication of you said we did achievements</li> </ul>		Service Leads
Provide training on young people's participation for officers and elected members.	<ul style="list-style-type: none"> <li>Ensure all staff have complete the UNCRC training</li> <li>Participation and engagement including, viewpoint, advocacy, complaints, MOMO and the child's voice to be included in back to basic and foster carer training.</li> <li>pro</li> </ul>	<ul style="list-style-type: none"> <li>Number of staff who have completed training</li> <li>Young people identify the opportunities they have to have their voice heard</li> <li>The local authority demonstrates its commitment of hearing the voice of children and young people.</li> </ul>	On-going	P & E Lead  Workforce Development
<b>Objective 5 – Celebrate the successes and involvement of children and young people in the city</b>				
Review current rewards and incentive toolkit	<ul style="list-style-type: none"> <li>Develop a service toolkit with regards to rewards and incentives, including attending meetings, delivering training and interviewing staff.</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Young people are acknowledged for their work and engagement</li> <li>Young people feel valued and part of the team</li> </ul>	Toolkit – July 2016  On-going recognition	P & E Lead
Sunderland Young Achievers	<ul style="list-style-type: none"> <li>Gain agreement that Sunderland Young Achievers will go ahead in March 2017</li> <li>Agree with Sunderland Live re; sponsorship</li> <li>Advertise as widely as possible to ensure all children and young people 8-19 have the opportunity to be</li> </ul>	<ul style="list-style-type: none"> <li>Number of nominations</li> <li>Number of nominations per category</li> <li>Number of services, schools and organisations that have nominated</li> <li>Attendance on the evening</li> </ul>	March 2017	P & E Lead

	nominated			
Celebration event specifically for looked after children and care leavers (p.121 OFSTED 2015).	<ul style="list-style-type: none"> <li>• Change council to lead on the development of the awards day/evening</li> <li>• Categories to be identified</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Number of LAC and Leaving Care nominated for an achievement</li> <li>•</li> </ul>	Dec 2016?	TBC
Participation Newsletter/ Virtual Networks	<ul style="list-style-type: none"> <li>• Designated website for young people</li> <li>• Creation of a virtual world for LAC and Care leavers</li> <li>• Newsletter in relation to all p &amp; e work to be send to all schools and organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Number of young people accessing site</li> <li>• Number of LAC/ LC young people accessing virtual world</li> <li>• M</li> </ul>	Annual Newsletter  Regular website updates  Virtual World – Dec 16	P & E Lead
Identify Tall Ships ambassadors for the city	<ul style="list-style-type: none"> <li>• To identify ambassadors for the Tall Ships Race in 2018</li> <li>• Give opportunity to all young people in the city to become an ambassador or take part in a voyage.</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge stigma of children and young people looked after</li> <li>• Named ambassador from all participation and engagement groups</li> <li>• Increased skills and knowledge</li> </ul>	May 2016 – July 2018	Tall Ships Co-ordinator  P & E Lead
<b>Objective 6 – Review opportunities to work with partners to better use resources</b>				
Work with partners to develop a communication and consultation calendar	<ul style="list-style-type: none"> <li>• Development of a city wide consultation calendar</li> <li>• Ensure that consultations with young people are conducted in settings and through methods that facilitate young people's participation and that are not intimidating.</li> <li>• Utilise opportunities to collaborate with partners on engagement activity</li> <li>• Consultation events are calendared</li> </ul>	<ul style="list-style-type: none"> <li>• Wide range of stakeholders have the opportunity to engage</li> <li>• Measurable consultations</li> <li>• Reduction in the duplication of work</li> <li>• Engagement methods and approaches are transparent</li> </ul>	Dec 2016	Consultation officer(post no lion  P & E Lead

	throughout the year alongside the overall planning timetable for children and young people to maximise their influence.			
Communication structure in place to link services, organisations, schools, colleges and academies.	<ul style="list-style-type: none"> <li>• Regular publication of priorities and achievements</li> <li>• Creation of an accessible website with interactive consultation opportunities.</li> <li>• Link with existing infrastructures including schools, colleges and academies.</li> <li>• Children and young people to create and develop website for both professionals and children and young people to use</li> </ul>	<ul style="list-style-type: none"> <li>• Annual report on activities</li> <li>• Services and organisations feel involved and are aware of opportunities for children and young people.</li> </ul>	Annually	P & E Lead

