<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Agreed Yes/No</th>
<th>BCC Cabinet / Partner Agency Response including proposed action</th>
<th>Responsible Cabinet Member (for BCC recs)</th>
<th>Senior Responsible Officer</th>
<th>Action by date</th>
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| 1. That sufficient tools are readily available for all people working with children and young people to gather and record views for example books, pictures, games and toys and that purchasing cards are made available to buy additional items quickly | Yes           | • We have made a number of tools available to children’s social workers and we will consider what other tools are available for other staff who work with children.  
• Over the last 4 months there has been an increasing number of children and workers using the apps  
• We will review with our commissioned providers to identify any gaps in access to relevant tools and review the ability to purchase new items within the scope of the commissioned service budget.  
• We will review availability and use of purchasing cards by social work staff. | L Hazell Lead Cabinet Member                  | C. Douch Service Director Children’s Social Care | Ongoing                     |
|                                                                                  |               |                                                                                                                                  |                                          |                           | Achieved End of February 2017 |
| 2. That more innovative way are introduced to increase the amount of quality time workers within social care have to gather the views of children and young people, particularly within the children in need service. | Yes           | • “Mind of My Own” app was introduced in early summer 2016 which is a means in which children and young people in our care can share their wishes and feelings in a secure way on line.  
• The implementation has been successful and we are now developing the tool further to ensure it is accessible to children and young people with disabilities.  
• We will consider the opportunities as part of the restructure of the children in need service and review its effectiveness. | L Hazell Lead Cabinet Member                  | Elaine Webster                            | January 2017               |
3: That a participation group for children and young people with disabilities is established so that their collective voice can be heard and disseminated to Commissioners, Youth Service and Social Care to act upon.

| Yes | This has recently been established in the Youth Service as part of our disability participation work. We can liaise with our commissioned providers to help disseminate details about this group and help identify potentially interested young people to take part. Actions:  
- Share Terms of Reference more widely across commissioners and Social Care  
- Share/add to existing work plan for the group  
- Develop process for sharing outcomes to relevant parties. |

| Zahir Mohammed | James Fowler | Feb 2017 |

4: That a specific Voice of the Child and Young Person website hub is developed to:

- Publicise prominently the relevant email addresses, phone numbers and social media for children and young people to give their views.
- Provide links to all relevant BCC and partners' website pages that focus on and provide a way for children and young people to give their views.
- Let children and young people know what has happened as a result of their feedback. (You said, we did)
- Clearly signpost services for children and young people in a way that is easy to understand.
- Publicise the rights of children and young people to be heard.

| Yes | A specific website area has been designed with children and young people to ensure key information is accessible to them. The final technical details are being completed and the website will go live at the end of January 2017.  
Buckinghamshire CAMHS (children's mental health) have recently re-launched their website following significant input from young people which addresses a number of the inquiry recommendations for this group of service users: [http://www.oxfordhealth.nhs.uk/fresh/bucks/](http://www.oxfordhealth.nhs.uk/fresh/bucks/)  
The BFIS website has sections dedicated to young people, including a section for young people to share their own views, vlogs etc (Your Space). There is also a Youth Space section that could be developed further with rights etc. BFIS is managed by Anna Ellis team so might be worth taking to her.  
The Youth Service also has a LAC website linked to the Children in Care Council called kidsincare.org.uk |

| L Hazell | C. Douch  
Lead Cabinet Member | Service Director  
Children’s Social Care |

End of January 2017

5. That the recording and discussion of children and young people’s views are strengthened by:

- Work with staff across each business

| In Part Yes | Good practice guidance on recording children’s views currently exists for children’s social care and is currently specific to this service area. The quality of this is audited on a regular basis through supervision and through regular supervision. |

| L Hazell | C. Douch  
Lead Cabinet Member | Service Director  
Children’s Social Care |

End of January 2017
area to draw up a good practice guidance document on the process of recording and discussing the views of children and young people to improve consistency.

- Making discussion at social care supervision meetings & recording on the supervision template of children’s and young people’s views obligatory.
- Investigating whether the field within the ICS system to record the views of children and young people can be made mandatory to complete.
- As part of the Business Unit’s work on Business Intelligence, look to set up a data hub in which all views gathered and recorded, from whichever service, can be stored, accessed and analysed from one place by multiple users.

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<tbody>
<tr>
<td>Auditing. Guidance will be shared across the business unit – through management and team meetings over the next 4 months</td>
<td>Social Care</td>
<td></td>
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<tr>
<td>It is currently a requirement in supervision and group supervision to consider the views of children and young people when decisions are made about assessment, effective planning and reviewing. It is monitored through supervision and file auditing.</td>
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<td>There is a mandatory field in LCS about detailing when a child has been seen.</td>
<td></td>
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<tr>
<td>Some of the views of children and young people are confidential to that child and their circumstance. Information is already analysed in relation to themes about complaints and compliments. We will investigate the possibility of the BI Service finding a solution and essentially if we can achieve this without compromising the information or identity of any children.</td>
<td></td>
<td></td>
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<tr>
<td>Yes</td>
<td>In part</td>
<td></td>
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<td>Yes</td>
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<td>In part</td>
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6. To strengthen the strategic approach:

a. Ensure that the voice of the child and young person is an overarching priority within Business Unit strategies, for example the Children’s Strategy and its associated implementation plan, to include specific actions and performance measures.

b. Make sure children and young people are part of the recruitment panel for appointments supporting children and young people

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<td>a) It is already one of the overarching priorities as set out in the Children’s Strategy that Children are at the heart of Buckinghamshire County Council’s strategic priorities. We will consider how we monitor the voice of the child across our contract management function from a commissioned services perspective and look to embed an appropriate mechanism. We will ask BI to develop a possible solution to assist us in gathering the views of the children we work with by June 2017.</td>
<td>Zahir Mohammed</td>
<td>June 2017</td>
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<tr>
<td>b) The Youth Service has a pool of trained young people who can be available for recruitment processes. Action: Ensure the inclusion of C&amp;YP from the trained pool of young people are involved in recruitment process, and the process to access them through HR and the Youth service is reviewed by June 2017.</td>
<td>James Fowler</td>
<td>June 2017</td>
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7. That at each meeting of the wider leadership team there is a standing agenda item on the voice of the child and young person to focus on:

- Ensuring the voice of the child and young person is included in key strategies and plans
- Understanding the themes and lessons that can be learned from analysing the views of children and young people from across the different service areas.
- Using analysis of children and young people’s views to identify gaps and duplication in service provision and ensure effective and efficient use of resources.
- Feeding back on key issues to the Senior Management Team meeting and Business Unit Board.

And that once a year, a wider leadership team meeting is devoted to the voice of the child and young person.

Yes

The agenda will be changed to ensure that this is considered at each WLT meeting. Once a year the meeting will be dedicated to the Voice of the Child.

Key themes identified from children’s voices will help to amend and develop children’s services policies and procedures and will be included in an annual review.

L Hazell
Lead Cabinet Member

D Johnston
February 2017

8. That Voice of the Child and Young Person Leaders in the CSCL Business Unit and throughout the organisation are identified and whose role is to maintain a high profile for this area of work, share good practice and ensure that the voice of the child and young person becomes a more detailed cross cutting theme in strategies, plans and projects.

Yes

- This is the responsibility of all staff and is one of the overarching priorities of the Council as identified in the Children’s Strategy.
- Also it is the specific role of the Principal Children’s Social Worker to ensure to maintain the profile and to challenge where this is not evident
- Simon Billenness and Theresa Carlyle lead on our Youth voice work in the Youth Service.

L Hazell
Lead Cabinet Member

C. Douch
Service Director
Children’s Social Care

Ongoing