

**Decision Maker:** CHILDREN, EDUCATION AND FAMILIES POLICY  
DEVELOPMENT AND SCRUTINY COMMITTEE

**Date:** 13 September 2022

**Decision Type:** Non-Urgent Non-Executive Non-Key

**Title:** CHILDREN'S VOICE HUB

**Contact Officer:** Naheed Chaudhry, Assistant Director Strategy, Performance and Corporate Transformation

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**Chief Officer:** Richard Baldwin, Director of Children's Services

**Ward:** All Wards

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1. Reason for decision/report and options

- 1.1 This report presents the Children, Education and Families Policy, Development and Scrutiny Committee with details of The Child's Voice, a regular highlight report presented to the Children's Executive Board, along with sight of the emerging The Child's Voice Hub.

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2. **RECOMMENDATION(S)**

- 2.1 Members are asked to note the impact of the child's voice in this thematic review of the engagement of children who have special educational needs and disabilities and their parents and carers in Appendix A.
- 2.2 Members are asked to note the emerging The 'Child's Voice Hub' – a single digital place for all things 'child's voice' in Bromley.

## Impact on Vulnerable Adults and Children

1. Summary of Impact: The Child's Voice reports seek to capture how the Council and our partners are hearing, learning from and responding to what children and their families are telling us, with a particular focus on vulnerable children.
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## Transformation Policy

1. Policy Status: Existing Policy
  2. Making Bromley Even Better Priority:
    - (1) For children and young People to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
    - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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## Financial

1. Cost of proposal: No Cost
  2. Ongoing costs: Not Applicable
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## Personnel

1. Number of staff (current and additional):
  2. If from existing staff resources, number of staff hours:
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## Legal

1. Legal Requirement: Statutory Requirement
  2. Call-in: Not Applicable: No Executive Decision
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## Procurement

1. Summary of Procurement Implications: N/A
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## Property

1. Summary of Property Implications: N/A
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## Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: N/A
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## Customer Impact

1. Estimated number of users or customers (current and projected): All children and their families in the borough.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

### **3. COMMENTARY**

- 3.1 To help us shape our services to meet the needs of all our children and young people and their families across Bromley, we want to put their voice at the heart of our decisions.
- 3.2 The borough's Children and Young People's Plan for 2021 to 2024, Bromley's partnership strategy includes a clear priority regarding 'engaging with children, young people and families' with a simple action focused on ensuring the full engagement of all service users in improving and shaping services, and in the commissioning of new services.
- 3.3 In November 2018 we developed and implemented a User Voice Framework shaped around the following five promises:
- Promise 1 - You will be able to influence how we support you
  - Promise 2 - You will be able to influence our processes and systems
  - Promise 3 - You will be able to influence 'Bromley the place'
  - Promise 4 - We will involve and engage with your support network
  - Promise 5 - We will build our own skills and improve our learning

#### **The Child's Voice Highlight Reports**

- 3.4 A regular "Child's Voice Highlight report" is presented to partners at the Children's Executive Board to provide a summary of key engagement activity with children, their families and carers. These reports provide an illustration of some of the methods that the Council and partners use to enable children, young people and their families to influence services.
- 3.5 During the early part of 2022, we strengthened these highlight reports by focusing on impact and a specific service areas. We felt there was value in learning from one cohort of children to others. This report is the first thematic review focused on showcasing the good practice in services for children who have special educational needs and disabilities (Appendix A).

#### **The Child's Voice Hub**

- 3.6 We have also developed a central library, a "digital hub" for capturing and sharing how the Council and its partners are hearing the voice of the child.
- 3.7 The Hub creates a single place for professionals to find out about:
- planned engagement activities
  - ongoing engagement opportunities
  - outputs and outcomes from engagement activities
- 3.8 This digital hub, is being hosted by Bromley Education Matters website:  
<https://bromleyeducationmatters.uk/childsvoicehub>
- 3.9 The emerging design has a simple information architecture:
- Our reports – the highlight reports presented to the Children's Executive Board
  - Our framework and toolkit

- What's happening – live consultations, co-production opportunities and other engagement activities that are happening now
- Outputs, outcomes and impact – the ‘so what’ from the different engagement activities that have been undertaken
- Useful resources
- Local organisations

3.10 The Hub will be developed and enhanced as new engagement activities occur.

#### 4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 The Child’s Voice seeks to capture, share and illustrate the impact from the feedback collected from children and their families. This has a particular focus on those who use our statutory services.

<b>Non-Applicable Headings:</b>	<ul style="list-style-type: none"> <li>• Transformation/Policy Implications</li> <li>• Financial Implications</li> <li>• Personnel Implications</li> <li>• Legal Implications</li> <li>• Procurement Implications</li> <li>• Property Implications</li> <li>• Carbon Reduction/Social Value Implications</li> <li>• Ward Councillor Views</li> <li>• Customer Impact</li> </ul>
Background Documents: (Access via Contact Officer)	The Child’s Voice Highlight reports covering 2018 to 2021.  Children and Young People’s Plan for 2021 to 2024.