

**Wiltshire Council**  
**Plan for the Child and Youth Voice Team**

**Vision and Mission**

By undertaking a co-production approach, we aim to develop a strong culture of listening and participation in Wiltshire that enables children and young people from a diverse range of backgrounds to influence positive change within the organisation and decisions made about services delivered to them. We aim to ensure that youth voice is at the centre of the quality assurance and performance framework for families and children's services with the aim of improving engagement and maintaining the participation of young people in the youth groups such as the children in care council; empowering children and young people to have their say and make a difference.

**Strategic Objectives**

1. Engagement and participation of young people is maximised in the youth groups and forums such as the Youth Union, Children in Care (CIC) Council and Care Leaver's Forum.
2. Young people are empowered and enabled to have a strong voice and are supported to research other young peoples lived experiences, perceptions and insights across Wiltshire to shape service development of the Council and its partners.
3. Young people are involved in scrutinising and inspecting services across Wiltshire and are part of the Quality Assurance Framework
4. Young People are supported to work directly with leaders and decision-makers to influence change from senior levels and cascade through the organisation
5. Deliver on Wiltshire Council's commitment to listening to young people and making sure they are at the centre of services for children and young people

Strategic objective	Actions	Person Responsible	Timescale	Operational Objective	Phase	Status
<b>1.</b> Engagement and participation of young people is maximised in the youth groups and forums such as the Youth Union, Children in Care (CIC) Council and Care Leaver's Forum.	1. Arrange and organise regular recognition events that celebrate young people. First event for summer 2021 - 'A Great Wiltshire Council Junior Bake Off' for Children in Care	Operational Lead, Youth Voice Lead and Support worker.	By 1 <sup>st</sup> October 2021	Wiltshire Council recognises and celebrates young people such as CIC and leaves them feeling inspired energised and motivated to be active and have their say in a way that is fun and inspiring	2	Underway
	2. Raise the profile of the Youth Voice Team and the need to engage young people in youth groups and forums. Child and Youth Voice Champions will be identified from across the council and quarterly meetings set up.	Youth Voice Lead and Support worker.	By 1 <sup>st</sup> July 2021	Council staff encourage the young people they support to have their say by attending the CIC Council or other Youth Forums	1	Underway
	3. Review the format of the Youth Union, CIC Council and Care Leaver's Forum and frequency and meeting venue with the young people who attend.	Operational Lead, Youth Voice lead and Support worker	By 1 <sup>st</sup> July 2021	These groups and forums are seen by young people as a fun, rewarding group to be a part of.	1	Complete
	4. Plan and facilitate future consultation events and forums	Operational Lead, Youth Voice lead and Support worker	By 1 <sup>st</sup> October 2021	Development of consultation and engagement processes	1 and 2	Underway
	5. Support the UK Youth Parliament by holding annual elections to the three Wiltshire constituency areas and raising Wiltshire's issues nationally.	Operational Lead, Youth Voice lead and Support worker	By 1 <sup>st</sup> February 2022	Young people are supported with their campaigns and elections are held successfully	3	Not yet due

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	6. The new Child and Youth Voice Lead and Support Worker will use their skills and expertise to reach out to children in care to recruit them the CIC Council and Care Leaver's Forum. Facilitate their attendance and engagement in these groups. This includes children and young people who are disabled, black and from an ethnic minority and young people from rural areas, asylum seekers and refugees and young offenders.	Youth Worker and Support worker	By 1 <sup>st</sup> July 2021.	The numbers of children and young people who attend the CIC Council increases to 30 in the 6 months between 40- 60 in 12 months	1	Underway
	7. Facilitate Young People in creating a newsletter that can go out from the CIC Council twice a year	Youth Voice Lead and Support Worker	By 1 <sup>st</sup> October 2021	The activities of the CIC Council are communicated to CIC and are highly visible across the Council	2	Underway
	8. Take part in the regular consultations put on by organisations such as the Office of the Children's Commissioner, National Youth Agency, Children and Young People Now etc	Operational Lead, Youth Voice lead and Support worker	By 1 <sup>st</sup> April 2022	Feed into the national youth voice conversation, by supporting young people to participate in UK wide consultations	3	Not yet due
	9. Update and maintain a Child and Youth Voice webpage liaising with council's communications team	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	The Council has a webpage for Youth Voice with content that is youth friendly, engaging and accessible, with links to relevant services for young people.	1	Underway

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	10. Ensure all information leaflets for children and young people (e.g. complaints leaflet, children in care Filofax, advocacy leaflet) are kept up to date and are accessible.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	Information is available and accessible to children and young people who receive services from Children and Families Services	1	Underway
<b>2. Young people are empowered and enabled to have a strong voice and are supported to research other young peoples lived experiences, perceptions and insights across Wiltshire to shape service development of the Council and its partners.</b>	1. Identify a group of Young People to become Youth Consultants and provide accredited training in research skills to lead youth -led research projects across Wiltshire.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	Young people are trained in: - Communication skills - Improving confidence - Asking questions - Team work - Influencing skills - Analysing data - Public speaking so, they are confident and have strong voice.	1	Underway
	2. Support a group of children in care to attend a residential experience	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> December 2021	Children will have the opportunity to have fun and take part lots of exciting activities. They will also participate in fun, interactive and age appropriate sessions designed for them to give feedback about the care that they receive.	3	Not yet due
	3. Agree a topic to be researched in 2021 with the Youth Union/CIC Council/Corporate Parenting Panel and plan the research project.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> October 2021	A Youth Ambassador's research project team and plan is in place for 2021 to find out what's working and what's not and	1	Complete

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				where the gaps are for services for young people		
	4. Youth Consultants are supported to write a report that presents their findings and recommendations.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> October 2021	Actionable plans are co-produced with services that respond to the young people's findings and data to improve services that they use.	2	Not yet due
<b>3. Young people are involved in scrutinising and inspecting services across Wiltshire and are part of the Quality Assurance Framework</b>	1. An AQA accredited training programme is developed for Youth ambassadors.	Operational Lead, Youth Voice Lead Worker	By 1 <sup>st</sup> October 2021	Youth consultants receive recognised awards that they can use for their CV	1	Underway
	2. Young people are involved in internal peer reviews that take place within children's services	Operational Lead, Youth Voice Lead Worker	By 1 <sup>st</sup> October 2021	Young people are involved in scrutinising and evaluating the quality of services delivered to them.	2	Not yet due
	3. Plan is put in place to inspect priority services for young people to inspect and 6-10 young people a min of 50% from those that use the service are recruited.	Operational Lead, Youth Voice Lead Worker	By 1 <sup>st</sup> October 2021	Young people develop a line of enquiry, find evidence of what is and isn't working, identify gaps and offer their key findings. Solutions are co-produced with subject area experts and a list of promises that decision-makers commit to action on to improve the Service.	2	Not yet due
	4. Regularly measure the success of initiatives and impact of interventions reflecting upon	Operational Lead, Youth	By 1 <sup>st</sup> July 2021	Lessons learned are embedded throughout the organisation.	1	Underway

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	performance and implement improvements.	Voice Lead Worker				
<b>4. Young People are supported to work directly with leaders and decision-makers to influence change from senior levels and cascade through the organisation</b>	1. Facilitate regular meetings between Youth Ambassadors and CIC Council members with the Leader of the Council and Lead Member for Children's Services, CEO, Director for Children's Services, Director for Families and Children	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	Young People's views and issues that are important to them are clearly heard at a senior level	1	Underway
	2. Young People are supported to attend Corporate Parenting Panel (CPP) and speak about issues that really matter in their lives. Young People work with CPP members and officers to progress the panel's 8 strategic priorities and help review how CPP is delivered in a more young-person friendly format	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	Young People help shape how CPP is delivered and the overall strategy for children in care to help improve how children are cared for in Wiltshire.	1	Underway
	3. Work closely with the community area And youth boards to contribute to funding decisions for youth activities and bring this knowledge and understanding back to the Performance and Outcomes Board and establish a formal	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> October 2021	Young People influence the funding decisions for youth activities and events.	2	Not yet due

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	method of communication via Democratic Services Colleagues.					
<b>5. Deliver on Wiltshire Council's commitment to listening to young people and making sure they are at the centre of services for children and young people.</b>	1. Take a lead and engage with Mind of My Own App providers to make the best use of the existing contract and promote the use of the app across the social work teams and with children and young people.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	We achieve full service buy-in and commitment to using the app as a tool for children and young people to express their views, how they are feeling, what support they need and what's important to them.	1	Complete
	2. Promote advocacy for children and young people across the service and engage with the advocacy service provider and children's commissioning to agree KPI's to ensure children and young people are heard, and their rights are protected	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> July 2021	KPI's are agreed and children and young people have the advocacy support they need to have their voice heard.	1	Complete
	3. Work with children's commissioning to ensure that to ensure that children and young people are involved in the commissioning of services	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> October 2021	Young people influence commissioning decision-making and are at the heart of change	2	Not yet due

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	5. Promote and facilitate requests for young people in care to involved in interviews and the mandatory training of staff.	Operational Lead, Youth Voice lead and support workers	By 1 <sup>st</sup> October 2021	Young people participate in the recruitment and training of staff that deliver services to them.	2	Complete