

<i>item:</i>	9
<i>report:</i>	CYP37/08

REPORTING ON SERVICES TO YOUNG PEOPLE by Innis Mitchell

Summary

This report introduces and explains the accompanying draft booklet on Services for Children & Young People.

1. Introduction

- 1.1 While every effort is made to make all publications about services accessible to the public, previous publications on services for children & young people have been designed for specific user groups, providing information and advice to meet particular needs e.g. *Child Protection; Through Care & After Care; Disabilities* etc or on specific issues e.g. NHS guide: *Confidentiality for children and young people under 16*.
- 1.2 The accompanying draft booklet is designed to be read by all young people of secondary school age. It seeks to provide a simplified explanation of the aims and scope of children's services in Highland, and to have relevance and be of interest to the widest possible range of young people.

2. Background

- 2.1 The Joint Committee requested that we report to Children and Young People on service activity and progress. The main objective is to provide accessible information about children's services.
- 2.2 The approach taken in drafting this booklet attempts to recognise and address young people's interest and concerns, not just for themselves but for their family, friends and community.
- 2.3 To realise this objective it is felt that such a report would need to depart significantly from traditional formats for publications about services.

3. Style and content

- 3.1 A number of defining principles were identified to structure the format and content of this report:-
 - Principally target teenagers but be accessible and useful to older primary children and busy parents.
 - Directly address young people in its language and layout
 - Stimulate interest and understanding of the main aims and reasons for services;

- Not to be a directory of Children's Services
- Provide only basic information on key service areas
- Provide useful contacts and links for further detail on specific services
- Be useful for group discussion with schools and youth programmes
- Offer an opportunity for feedback from young people about the services provided and services which need to be improved or developed.

4. Consultation

- 4.1 The proto type booklet has been created with the assistance of the Highland Council Graphic Design Service.
- 4.2 There has been consultation with a range of service providers from an early stage in designing an appropriate method to report to children and young people.
- 4.3 Most services have provided information and detailed discussion has taken place with a number of individuals involved. Principal contributors include:
 Calum Munro and Gillian Newman – Highland Children's Forum
 Gillian Slider – Youth Convenor
 Audrey Anthony – Senior Youth development Officer
 Andy McMahon – Children's Rights Officer
 Francis Nixseaman – Princes Trust Young Carers
 Marlyn Campbell – Disability Services
 Julia Nelson – Health development Officer
 Louise Jones – Health Promoting Schools Manager
- 4.4 Other key people have been consulted at various stages and have viewed earlier drafts of the booklet.
- 4.5 Full consultation particularly on the detail and description of services will take place if the draft booklet meets with the approval of the JCCYP.
- 4.6 Opportunities to further consult with young people will be pursued.

5. Further Development

- 5.1 The possibility that the booklet provides an opportunity to consult with Young People is being considered, and one method would be to include a tear-out questionnaire and /or a link to an online questionnaire. A draft model is attached as appendix 1. This would complement and enhance the other consultation and self evaluation processes that are being put in place.
- 5.2 Also under consideration is the potential to promote use of the booklet as a focus for group discussion in schools and other forums for young people.

6. Cost

- 6.1 The cost of publication of sufficient copies of this booklet for all secondary aged pupils, to be distributed through schools, would be around £5,000. This can be met from within the budget.

7. Conclusion

- 7.1 The proposed booklet is an introduction to what Children's Services strive to achieve in Highland. It does not provide an exhaustive list of Children's services or contain detailed information, nor does it address all age groups: these limitations are seen as necessary compromises in the attempt to make accessible quite complex information.
- 7.2 This method of reporting to Children & Young People can contribute to meeting some important objectives contained in the Communications Strategy adopted by the JCCYP in June 2008. The Strategy acknowledges "the significant challenge of ensuring effective communication with service users, and the need to achieve further improvements." Also noted in the report is the need for "Appropriate and effective mediums for communication including the participation of children and families..."
- 7.3 The booklet should also be useful in providing "opportunities for service users to talk about the service and to have these views taken on board..."

Recommendation

The Joint Committee is asked to consider the objectives and method of Reporting to Children & Young People and agree that work continues to complete the proposed booklet. The Committee is asked to agree that the final booklet should be distributed to all secondary aged pupils.

Innis Mitchell

Children's Planning Officer

Appendix 1

Services for Children and Young People

DRAFT Consultation Questionnaire

General

Are you a: Boy What school do you go to? _____
 Girl _____

What age are you? _____ What class/year group are you in? _____

What is your postcode?

Evaluation of Booklet

*The **Services for Young People Booklet** has been written to give young people information about some of the services that are available to them in Highland.*

Did you find the booklet :-

<i>Very useful</i>	<i>Fairly useful</i>	<i>Not very useful</i>	<i>Not at all useful</i>

Did the booklet help you to understand what services in Highland are trying to do for you?

<i>Yes - to a great extent</i>	<i>Yes – to some extent</i>	<i>Not really</i>	<i>Not at all</i>

Which of the following best describes how you will use the booklet?

– please tick only one

- I will keep the booklet and am likely to use it in the future
- I will keep the booklet and might use it in the future
- I don't know if I will keep the booklet
- I won't keep the booklet as I don't think I will use it

Destinations and Aspirations

Which one of these do you think you are most likely to be doing when you leave school?

(Cross one box only.)

- | | |
|---|---|
| University <input type="checkbox"/> | Further Education/College <input type="checkbox"/> |
| Apprenticeship/trade <input type="checkbox"/> | Youth Training/Skill Seekers <input type="checkbox"/> |
| Working <input type="checkbox"/> | Unemployed <input type="checkbox"/> |
| Don't know <input type="checkbox"/> | |

Services in Highland believe that it is important for young people to have a choice of opportunity when they leave school,

How important do you think the following options are?

	<i>Very important</i>	<i>Fairly important</i>	<i>Not very important</i>	<i>Not at all important</i>
University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Further education/College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apprenticeship/trade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth training/skills development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Many young people in Highland choose to move away when they leave school.

When you leave school would you like to? Please tick only one

- Stay within my local area
- Move somewhere else in Highland
- Move out of Highland to somewhere in Scotland
- Move somewhere else
- Don't know

Would any of the following encourage you to stay within Highland?

- University courses in Highland
- Education opportunities closer to home
- Apprenticeship/trade opportunities in my local community
- Employment within my local area
- Better transport opportunities
- Better entertainment facilities

Young People and their Voice

Services in Highland believe it is important for young people to have their voice heard and to tell people what they think about the services and facilities for them.

To what extent do you think young people's views are considered when services and facilities are being created for them?

<i>To a great extent</i>	<i>To some extent</i>	<i>Not really</i>	<i>Not at all</i>

How do you think young people's views and ideas could be better considered?

Have you heard of Highland Youth Voice?

- Yes
- No
- Don't Know

If yes, how good do you think Youth Voice is in representing your view as a young person in Highland?

<i>Very good</i>	<i>Fairly good</i>	<i>Not very good</i>	<i>Not good at all</i>

Young People and Safety

To what extent does your community feel like a safe place to be in for you, your family and others?

	<i>To a great extent</i>	<i>To some extent</i>	<i>Not really</i>	<i>Not at all</i>
You	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers (girls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teenagers (boys)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(alternative is to use Very safe, fairly safe, fairly unsafe, not at all safe)

How do you rate the area within 15 minutes walk of your home as a place to live? (Please tick one box only)

<i>A very safe area</i>	<i>A fairly safe area</i>	<i>A rather unsafe area</i>	<i>A very unsafe area</i>

If you felt worried or scared about something, who would you speak to or ask for help from? (Please tick as many as apply)

Class teacher	<input type="checkbox"/>	Parent/Carer	<input type="checkbox"/>
Guidance teacher	<input type="checkbox"/>	Older brother/sister	<input type="checkbox"/>
Other member of school staff	<input type="checkbox"/>	Social/Care worker	<input type="checkbox"/>
Health professional – doctor, nurse	<input type="checkbox"/>	Neighbour	<input type="checkbox"/>
Youth worker	<input type="checkbox"/>	Relative	<input type="checkbox"/>
Another adult	<input type="checkbox"/>	Friend	<input type="checkbox"/>