

# **Joint CHICC (big) Young people and Senior Managers**

**Tuesday 6 June 2017, Ashbourne Room, County Hall, 6pm – 8pm**

## **Minutes**

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- 1. Attendees**
- 2. Feedback from topic tables: relationships with carers; relationships with workers: health and mental health; transitions and services for care leavers; education**
- 3. Update from CHICC**
- 4. Progress with actions since September Joint CHICC**
- 5. Any other business**

## 1. Attendees

**Apologies:** Felicity Evans (Head of Achievement, Virtual School); Joanna Jacobs (Participation Worker); Lynn Costello (Service Manager, Fostering); Claire Lewis (Team Manager, Family Safeguarding); Ellie Foster (Participation Support Assistant); Cathy Shea (Service Manager, CLA service); Jonathan Jack (Youth Engagement Manager); Chantelle Doherty (Deputy Designated Nurse for Looked After Children and Care Leavers)

**The following people were present at the meeting:**

**Young people:** Emily; Jessica; Courtney F; Caitlin; Jade; Alanan; Sarah M; Dougie; Preston; Lauren; Paige; Alex; Courtney G; Shannon; Sam; Ben; Kelly; Ben; Gemma; Jennifer; Jack; Alicia; Pia; Luke; Valerie; Dolapo

**Staff and Members:** The following Hertfordshire County Council Staff and members were present:

Jenny Coles (Director of Children's Services)  
Teresa Heritage (Lead Member for Children's Services)  
Marion Ingram (Operations Director, Specialist Services)  
Lindsay Edwards (Assistant Director, Services for young people)  
Nancy Burge (Participation Officer)  
Sarah Baker (Head of CLA Service)  
Sue Lowndes (Head of Adoption and Fostering)  
Rani Naidoo (Service Manager, CLA Service)  
Mandy Lane (LAC & CL Liaison Nurse, CAMHS, HPFT)  
Lynn Knowles (Head of Joint Commissioning CYP)  
Mark Hinton (Participation Worker)  
Aidan Moffat (16Plus Manager, Virtual School)  
Tom Anderson (Personal Adviser, Youth Connexions)  
Hayley Cook (Team Manager, CLA Service)  
Jacky Gear (Senior Commissioning Manager)  
Jonathan Lais (Manager, Commissioning)  
Nancy Burge (Participation Officer)  
Mary Emson (Designated Nurse Safeguarding Children at East & North Hertfordshire CCG)  
Glen Wheatley (Vulnerable Young People's Policy Manager)  
Sharonne Rogers (Team Manager, Fostering)  
Andy Lawrence (Manager, Specialist Services)

The meeting was chaired by Ben and Nancy Burge

Everyone was welcomed to the meeting. People introduced themselves and said what their role was. Ben explained that The Deputies had decided to do things differently at this meeting. There were going to be five topic tables. Everyone had been informed in advance and relevant staff knew which table they needed to sit at. Young people could sit at whichever table they were most interested in and could move about. There was an hour for discussion and then feedback to the main group

## **2. Feedback from topic tables: relationships with carers; relationships with workers: health and mental health; transitions and services for care leavers; education**

Please see separate notes for full details of feedback and action plans. Brief highlights from the feedback are below:

### **Andy Lawrence gave feedback regarding relationships with workers**

- The profiles are good but need to be individual
- Relationships between workers and young people are very important. Initial meetings can be difficult
- Need a clear policy about ongoing relationships with staff who leave (especially in residential)
- The importance of young people being with other young people in care

### **Glen Wheatley gave feedback regarding transitions and services for care leavers**

- Young people felt 14yrs was an appropriate age to start developing independence skills
- Carers can 'care' too much and not allow young people to develop own skills
- Case loads need to be 25 or lower
- Pathway plans have gone back to what they used to be like before young people helped revise them. Task and finish group will be set up to look at pathway plans
- Develop care leaver's hubs more. Work with safe space and develop mentoring for young people through the hubs

### **Lynn Knowles gave feedback regarding health and mental health support**

- Social workers need to work more closely with CAMHs
- There is an out of hours number for mental health support: **01438 843322**
- Importance of placements and how young people are welcomed to and treated in placement
- Mental health support for carers is important too
- More mentoring needed – young people supporting other young people. But one young person said a phone line or something was also needed for young people in care so they could talk to someone independent, who wasn't another young person so they wouldn't worry about burdening a young person. Perhaps CHICC should run such helpline?

### **Sue Lowndes gave feedback regarding relationships with carers**

- Key thing coming out of the workshop was for carers and supervising social workers to understand how young people feel about their phones
- Profiles are ok for under 10's but a bit babyish and need to develop an older version
- Matching of young people and carers needs to be better
- Young people not feeling part of reviews

### **Aidan Moffat gave feedback regarding education**

- Everyone should have a strong education plan in place
- Aidan noted an action to review this with Rani from CLA Service and Glen Wheatley from TYS
- There are good career opportunities for care leavers and an increasing range of apprenticeships in Hertfordshire

It was agreed that the Participation Team would collate all the notes and agree actions with staff named above.

### **3. Update from CHICC**

Ben and Mark Hinton went through a power point presentation about CHICC activities since the last Joint CHICC in March. Activities included activities week (mosaic making, motorbike maintenance, movie making), and open forum at Cuffley Camp, lots of involvement of care leavers in various service development and interview panel opportunities as well as regular CHICC meetings. All events were fully booked and more than adequately staffed. CHICC Champions have really made a difference in getting the message out to all teams. There is also a very healthy response to the on line CHICC survey about reviews which is now at 73. This will stay open throughout the summer.

Jonathan Lais asked about the upcoming Big Summer Event

### **4. Progress with actions since September Joint CHICC**

Ben asked us to review the progress with actions and comment or query as appropriate. Sue Lowndes asked about the fostering film 'little pointers' which Mark Hinton has now completed. Mark advised the film is on HCC's youtube channel – he will liaise with Sue Lowndes re accessing this. The film is designed to get the voice of younger children into skills to foster training.

Jonathan Lais asked about the upcoming Big Summer Event. Nancy advised 24 young people are booked on so far and we are hoping that at least 50 young people will attend. Not many workers have booked on yet. CHICC want as many workers as possible to attend to make it a memorable day for everyone. Sharrone Rogers (who is a CHICC Champion) has advised her whole team that they can attend and will liaise with Nancy re names.

### **5. Any other business**

Nancy Burge asked if people had found the format of the meeting helpful, as it was always a challenge to know how best to use the time when there are so many people and so much to discuss. Everyone agreed it was good having the topic tables and would be happy to do this again.

There was no other business. Next meeting (which is 'small' Joint CHICC) is **Tuesday 12 September 2017.**