

## Young people's & families' views of Derbyshire Child Protection Conferences

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Agencies working within the Derbyshire Safeguarding Children Board are committed to maintaining and improving the service they provide. To help with this process they regularly consult with the users of the service.

Between July 2006 and May 2007, parents, carers and young people who attended Child Protection Conferences were given a questionnaire to complete. They were asked about the preparation and arrangements for the conference, how easy they found it to contribute and whether they felt their individual needs had been met.

In total, 123 people told us what they thought. Below, is a summary of the results and some of the improvements intended to be made by the Safeguarding Children Board.

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### Pre conference arrangements:

Most people, **91%**, thought the conferences were held at a suitable location and **84%** told us they were held at a suitable time. **35%** of those who told us they had special needs said they had been asked about any special arrangements they would need for the conference

### Preparation for the conference:

Nine out of 10 people were told about the conference in person. **59%** of people felt properly prepared for the meeting; just over **23%** felt a little prepared while the remaining **18%** did not feel prepared for the conference.

**"Everything was prepared. I had read all the reports beforehand and felt very comfortable in entering this meeting"**

### Understanding the purpose of the conference:

Most people **63%** had help with this from the social worker and / or **40%** the chair person. Ten people told us that no-one had helped them understand the purpose of the conference.

### Contributing to the conference:

Most people, **64%**, found it was easy or very easy to take part in the conference. However, 43 people told us it was very difficult to take part.

**78%** thought their views and wishes were listened to and most people (**86%**) felt they were treated well during the conference

**"I feel the meeting went well very well, very professional, very well organised, people listening to one another and the outcome was right. Well Done"**

**"A horrible situation to be in but made to feel as comfortable as possible"**

**"I felt that no matter what was said the decision was already made"**

55 people brought someone to the conference to support them, 39 people knew they could bring someone but didn't feel they needed to, while 23 people said they did not know they could bring someone along to support them.

### **Some suggestions for improvements were made which included:**

- Having plenty of time to read the reports before the conference
- Opportunity to challenge inaccuracies in report
- Be fully informed of everyone who will be attending and what their role is
- Opportunity to discuss who should / should not attend
- To be told in advance how long the conference will last in order to arrange adequate childcare / arrange time off work
- Listen to and respect parents views
- All professionals to ensure their reports are accurate.

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## **What will happen now?**

The feedback we have received has given us some useful information that we can build on to improve the Child Protection Conferences in Derbyshire. We can see what is working well and what needs improving. An action plan has been drawn up. Briefly, it says:

- ✓ We will share the results with those that took part in the survey and with staff and managers
- ✓ We will highlight those things that are working well so we can build on the good work
- ✓ We will continue with the survey to encourage more feedback
- ✓ We will provide an information pack at least one week before the conference to include:
  - Details of the date and time of the conference
  - Leaflets to explain what the conference is about for parents, carers and young people
  - Take Part documents for parents, carers and young people to help them think through and write down what they want to say during the conference
  - A self-assessment form to allow appropriate arrangements to be made for interpreters, advocates, child care, transport and any other special needs
- ✓ All agencies will provide all reports at least two days before the conference to families and young people, even if they are still in progress
- ✓ We will provide refreshments at all venues
- ✓ We will invite parents and carers in to the conference room to meet the Chairperson and to read through reports before any professionals enter the conference room
- ✓ We will continue to review and monitor the quality of Derbyshire Child Protection Conferences' customer care.

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## **Conclusion**

The results of this survey provide positive and constructive information highlighting areas where the Child Protection Conference is meeting the needs of a number of parents, carers and young people.

For more information about child protection matters please telephone  
Call Derbyshire on **08456 058 058** (local call rate)

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