

Challenge and Participation Team Good Practice Storyboard

“Participation Champions”

1. What are we improving?

- The implementation of SBC’s Participation and Engagement Strategy through each team within Children’s Services.
- The participation and engagement of children, young people and parents/carers whom we support both within processes and in service design and delivery.
- The sharing of best practice across teams to improve the services children, young people and parents/carers receive.
- The communication and dissemination of key messages regarding participation and engagement to all frontline practitioners and managers through Participation Champions.
- Delivery of participation and engagement priorities in each team’s improvement plans through Participation Champions.

2. What has been delivered?

- The Participation Team have attended team meetings throughout Children’s Service to explain the Participation Champion role and request volunteers.
- Role profile produced and disseminated.
- Terms of reference and frequency of meetings (monthly) agreed by group.
- Sharing of Participation and Engagement Strategy including Hart’s Ladder to ensure model of participation understood, Participation Champions asked to rate their team’s place on the ladder and explore opportunities for improvement.
- Discussed best practice to be shared by Participation Champions within their teams to improve participation and engagement.
- Participation Champions have a slot in their team meetings to discuss key participation and engagement messages.
- The Pledge shared with Participation Champions to share and reflect on their own team’s delivery of it, starting with “Respect You” theme.

3. What has been the impact?

- Discussions have taken place and best practice shared between teams ensuring practitioners’ work benefits from pooled expertise.
- Consistency of messaging regarding participation and engagement ensuring understanding and delivery of strategy across Children’s Services.
- Improved communication between teams ensuring we are working together towards a shared vision.
- Ensuring children and families receiving Swindon Borough Council’s support are enabled to engage with services and shape service design and delivery.

4. What has been the evidence?

- Participation Champion Role Profile.
- Meeting minutes.
- Participation Champions have a specific slot to discuss participation and engagement in their team meetings.
- Pooled participation and engagement resources shared with Participation Champions who then disseminate to their individual teams.

Participation Champions Role Profile

Context

Swindon Borough Council will be ambitious and aspirational in its engagement with children and young people and their parents/carers and will achieve a culture where children, young people and their parents/carers who receive a service are listened to and are involved in decisions that affect their lives. Our services will actively engage children, young people and their parents/carers and use their views and experiences to inform plans and improve outcomes for individual children and families, the services we commission and deliver, and the staff we recruit. We will have systems in place to support participation work and our workforce at all levels of the organisation, will have the skills and knowledge needed to ensure the views of children and young people are heard and make a difference. Participation will be embedded in our culture and practice.

Our Vision is to ensure that Swindon Borough Council's children and especially those that are 'looked after' are listened to and involved in decisions.

Purpose

A Participation Champions group exists to embed good practice with regards to participation and engagement of service users within all teams at the Council. Participation Champions support their team to embed and share best practice for participation and engagement across the Local Authority.

Qualities

- Enthusiastic, energetic and passionate
- Focused, committed, positive and confident
- Challenging, encouraging and motivated
- Receptive and open to new ideas
- A good communicator with empathy

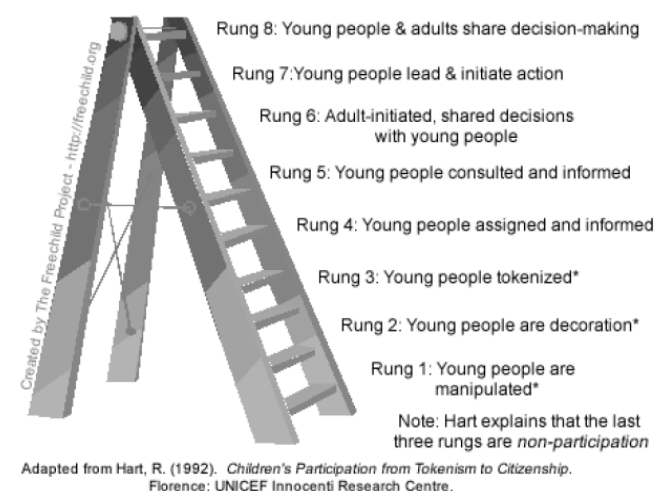
Expectations

- Be a conduit of communication within own team to lead on participation and engagement.
- Attend participation champion meetings 6 times a year (more frequent in first 6 months to embed role).
- Be a frontline practitioner; social workers should be identified from each pod.
- Be enthusiastic about involving children, young people, parents and carers in the planning, delivery and evaluation of services.
- Commit to sharing good practice with colleagues and other practitioners.
- Be a supportive role model for colleagues wishing to engage in involving children, young people, parents and carers in services.
- Be part of the network implementing the Participation Strategy within Swindon, supported by the Participation Team.

Examples of Shared Best Practice

- Using the artwork (pictured below) created by a care experienced young woman, discussions took place regarding the power of language and how what we record would look to those we work with when they are older should they request their files. We discussed the importance of being mindful of the language we use and ensuring we celebrate achievements as well as record concerns. Participation Champions were sent the artwork to disseminate to their teams and discuss their approach to language.
- The topic of writing assessments, plans and notes to the child was discussed and examples of these shared as a way of ensuring inclusion. Participation Champions to discuss this with their teams and look at how this can be implemented/improved.
- Participation Champions discussed where their teams were on Hart's Ladder as well as strengths and areas for development.

Roger Hart's Ladder of Young People's Participation



- Co- Production or Co- Partnership
- Co-design or co-creation
- Engagement
- Consultation
- Informing
- Tokenism

Artwork by @_lys13



REDACTED