Richmond upon Thames

Achieving People Services Schools Local Participate Learn Protection Youth Enjoy and achieve Early help Working together Male Families Improving Healthy Opportunity Parents

Consultation findings

Introduction

As a key part of the development of the Children and Young People's Plan (CYPP) 2013-17, a wide-ranging consultation exercise has been undertaken with a range of groups in the borough using a variety of consultation methods. In addition to this, data and information collected from past consultation and engagement activities remains valid, and has been reviewed and re-used.

This information has shaped the new CYPP and will also be used to develop the Council's commissioning priorities. A Business Plan setting out the actions to deliver the commissioning priorities will also consider the consultation findings.

The groups consulted with, the method and the key findings are set out below:

Who we consulted with:	Consultation method:	What we found out:	
Key stakeholders, including members of the public, officers of the council, partner organisations	Online consultation carried out from 21 January to 17 February 2013 (16 respondents)	The online consultation was publicised on the front page of the Council's website, in newspaper and through emails to Council staff and key partners. Overall, respondents found the plan easy to read, agreed with the vision in the plan the themes, commitments and outcomes contained within the plan but only a third age that the plan would lead to improved outcomes for children and young people. The clindings are set out below: Respondents who found the CYPP easy to read:	and with greed
		Either 'very' or 'quite' 75%	
		Neither easy nor difficult 25%	
		Respondents who agree with the vision set out in the CYPP:	
		Either agree or strongly agree 63%	

Who we consulted with:	Consultation method:	What we found out:	
		Neither agree nor disagree	31%
		Strongly disagree	6%
		Respondents who think the priority themes set out in the CN ones to help the Council and partners achieve the overall vis	_
		Agree	94%
		Disagree	6%
		Agree or strongly agree Disagree or strongly disagree	75% 19%
		the 'ensuring children and young people are safe and health	y' theme
		Did not give an answer	6%
		Respondents who think the commitments and outcomes set 'ensuring children and young people are safe and healthy' the ones to help us achieve the overall vision for the CYPP Agree	
		Disagree	12%
		Do not know	19%
		Did not give an answer	6%
		Respondents who agree with the commitments and outcom the 'ensuring children and young people are able to particip achieve' theme	

Who we consulted with:	Consultation method:	What we found out:	
		Agree or strongly agree	70%
		Disagree or strongly disagree	12%
		Neither agree nor disagree	12%
		Did not give an answer	6%
		theme are the right ones to help the Council and partner vision for the CYPP	
		Agree	63%
		Disagree	19%
		Do not know	12%
		Did not give an answer	6%
		Respondents who agree with the commitments and outor the 'providing early help to children, young people and the Agree or strongly agree Disagree or strongly disagree	
		Neither agree nor disagree	6%
		Did not give an answer	6%
		Respondents who think the commitments and outcomes 'providing early help to children, young people and their the right ones to help us achieve the overall vision for the	families' theme are

Who we consulted with:	Consultation method:	What we found out:	
		Agree	50%
		Disagree	32%
		Do not know	12%
		Did not give an answer	6%
		Respondents who agree with the commitments and out 'working together to ensure effective and quality service Agree or strongly agree	
		Disagree or strongly disagree	12%
		Neither agree nor disagree	6%
		Did not give an answer	6%
		Respondents who think the commitments and outcomes 'working together to ensure effective and quality service ones to help the Council and key partners achieve the ov CYPP	es' theme are the right
		Agree	57%
		Disagree	25%
		Disagree Do not know	25% 12%
		Disagree	25%
		Disagree Do not know	25% 12% 6%
		Disagree Do not know Did not give an answer Respondents who think that the draft CYPP will lead to i	25% 12% 6%

Who we consulted with:	Consultation method:	What we found out:
		Do not know 31% Additional comments received: • Secondary school provision needs to be prioritised; • SEN provision needs to be monitored effectively; • More explicit comments regarding parental support should be included in the plan; • A measure of success relating to parental engagement should be included in the plan; • Young children (0-10) and adolescents (11-19) should be considered separately as they have differing needs and the plan needs a broader view of adolescent outcomes; • The plan is extremely general and lacks detail; • Provision in primary schools needs to be strengthened to identify those children who are not performing well; and
Cabinet	Draft of the CYPP was taken to Cabinet in March 2013	 The transition between primary and secondary schools needs to be improved. The draft of the CYPP was taken to Cabinet in March 2013 and was agreed by Cabinet Members.
Children and young people not in school	Short survey distributed to Education and Inclusion Workers to complete with children and young people not in school (four respondents) Focus group with young people who attend the Pupil Referral Unit in 2009 (one participant)	 Key priorities identified through the survey and focus group: Homelessness needs to be reduced and young people who are homeless should be given support to make sure they have a safe place to live; Action should be taken to ensure teenage pregnancies stay low and sexually transmitted infections are reduced; and Young people should be given support to stop them getting involved in anti-social behaviour and crime. Additional issues identified:
		There need to be more positive activities;Better lighting is needed;

Who we consulted with:	Consultation method:	What we found out:
Children and young people using local community centre facilities including children's centres	Focus group with children and young people aged between eight to 16 who use the Hounslow Health Estate Community Centre to discuss priorities for the period of the plan in 2009 (six participants) Focus group with children and young people aged between 13 and 15 at Heathfield children's centre in 2009 (seven participants)	 There is a need for healthier eating; Venues offering club nights to young people which are free from alcohol and drugs should be offered; and The age laws should be reviewed. Key priorities identified through the focus groups: Bullying should be stopped; Young people should be given support to stop them getting involved in anti-social behaviour and crime; There should be enough for children and young people to do; Children and young people who have mental health issues need to be helped; Children and young people should be stopped from smoking, taking drugs and drinking alcohol; and Homeless young people should be helped and more should be done to stop young people becoming homeless. Additional issues identified: Racism should be stopped; Knife crime should be reduced; Gang culture should be tackled; Youth clubs should be better with more sport competitions and prizes, some weekend provision, longer opening hours and staff relating to young people; and
Children and Young People's Partnership	Presentations and discussions at four Partnership meetings in the lead up to April 2013 Link to online consultation of the draft of the CYPP	 The police should treat young people better and respect them. Regulations to have a CYPP were revoked in October 2010 and local areas are no longer required by statute to prepare a plan. However, the Partnership made the decision to develop another CYPP to enable them to clearly set out their strategic direction. The Partnership has been fully involved in the development of the new CYPP since November 2012 through regular meetings. Contributions and comments have been made

Who we consulted with:	Consultation method:	What we found out:
	circulated to Partnership members in January 2013	 throughout this time. The Partnership has: Agreed that the plan should build on the structure of the previous plan, albeit more simplified and concise; Identified some wording in the plan that needed to be amended to make it clearer to people reading it, for example renaming 'benefits' as 'outcomes'; Ensured that consultation has been carried out with all relevant groups and set out in a stakeholder engagement plan; and Ensured that the plan clearly sets out the commissioning intentions of the Partnership.
Children and young people with a disability	Information taken from the short break care survey carried out in December 2011 Focus group with children and young people at the Crofters Centre in 2009 (13 participants)	 The short break care survey asked children and young people with a disability about the existing short break care on offer and what they would like to see in the future. The children and young people commented that they: Usually hear about activities through word of mouth, from a parent or friend, or on the internet; Are extremely enthusiastic about activities on offer and about new activities that they would like to try; Would like to do activities during the summer, half term holidays and during the week; Enjoy the specialist activities currently on offer; Acknowledge that the high cost of activities could create a problem for parents or carers; and Would like to be able to do activities with siblings. The children and young people at the focus group at the Crofters Centre identified the following key priorities: Children and young people should have lots of different things to do and places to go; Accidents home and in the place where they live should be given lots of support; Young people should be given lots of good information and help when they are over 16;

Who we consulted with:	Consultation method:	What we found out:
Children in Care Council (CiCC)	Attendance and discussion at CiCC meeting in August 2012 CiCC worked with Youth Council to development	 and Parents should be helped to look after their children. Additional issues identified: People should not punch and swear at people at school; People shouldn't touch electricity as it hurts; Doctors need to give information to children as well as parents; Children and young people should be given more help to brush teeth, otherwise it hurts; and Parents must not let young people drink alcohol. The CiCC have developed the Young People's Action Plan alongside the Youth Council. The Action Plan will be published on the Council's website when finalised and monitored annually.
Community and Safety Partnership (CSP)	young people's action plan via workshops from January- March 2013 Regular updates provided to CSP through bi-monthly exception reporting during plan development period	The CSP were provided with regular updates during the development of the plan. No specific comments were received.
Community and voluntary sector	Key CYPP information circulated to CVS via the CVS lead in the Council and comments invited Link to online consultation of the draft of the CYPP circulated to 50+ groups	The CVS lead contributed to the development of the plan through the Partnership meetings and overall there was agreement for the framework of the new plan. The CVS lead has also encouraged the Partnership to involve the CVS in the development of the Business Plan which will sit underneath the CYPP.

Who we consulted with:	Consultation method:	What we found out:
Education, Children's and Cultural Services (ECCS) Overview and Scrutiny Committee	via the CVS strategic lead Agenda item in October 2012 Draft of CYPP circulated to all ECCS Overview and Scrutiny members in February 2013- no meeting held between January and April 2013 for it to be discussed at	 The proposals for the CYPP were considered at ECCS Overview and Scrutiny Committee in October 2012, and the draft of the plan was circulated to members of the Committee in early 2013 as no meeting was scheduled until after the plan will be published in April 2013. Comments received from the Committee include: Officers should be congratulated for the content of the existing plan; Partnership organisations played a key role in ensuring the vision contained within the plan was progressed effectively and for the benefit of all children and young people in the borough; The provision of midwifery services in the borough should be extended- this will be considered by the Health and Wellbeing Board and the Clinical Commissioning Group; Emotional and mental health services for children and young people are extremely important and should continue to be prioritised; Improvements in exam results across all Key Stages should be continued; While there are a number of organised sports clubs available to children and young people there are fewer informal sites such as Hampton Wick Skate Park; and Increasing apprenticeships in the borough is extremely important.
ECCS staff	Article in ECCS e-news in October 2012 ECCS Directorate Management Forum workshop in November 2012 Link to online consultation of the draft of the CYPP circulated in ECCS e-news in January 2013	Views of ECCS staff contributed to the development of the plan through the Directorate Management Forum. Comments from staff were also received via the online consultation.
Equality groups	Agenda item at External Stakeholder Scrutiny	Comments received from equality groups include:

Who we consulted with:	Consultation method:	What we found out:
	Group in October 2012 Agenda item at Inter Faith Forum in October 2012 EINA reviewed by ECCS Equalities Working Group in January 2013 EINA sent to Corporate Equalities Manager for comment in January 2013 EINA circulated with Corporate Equality and Diversity Group in January 2013 and subject to critical friend review EINA sent to external local government contact for comment in January 2013 Link to online consultation of the draft of the CYPP circulated to ESSG and IFF by Corporate Equality and Diversity Manager in January 2013	 Greater information is required to explain the difference in the proportion of BME pupils in our schools compared the BME population in the borough as a whole; Greater consideration needs to be given to potential gender reassignment and sexual orientation issues, especially with regard to bullying; The CYPP should talk about vulnerable young people more specifically; More information on protected groups of children and young people should be included in the plan; There is a lack of clarity about how bullying and harassment in schools is monitored; There is a lack of clarity about what consultation has been carried out with BME children and young people, gay and lesbian young people, and families who first language is not English; and The impact of the welfare reforms needs to be considered.
Free schools	Link to online consultation of the draft of the CYPP emailed to all free schools in January 2013	Comments were received via the online consultation.
Governors	Article in Director's Report to Governors setting out proposals for the new	No specific comments were received.

Who we consulted with:	Consultation method:	What we found out:
	CYPP and inviting comments in September 2012	
Health and Wellbeing Board	Presentation at the Health and Wellbeing Board meeting in November 2012	No specific comments were received.
Independent schools	Link to online consultation of the draft of the CYPP emailed to all independent schools in January 2013	No specific comments were received.
Local Safeguarding Children Board	Presentation at LSCB meeting in September 2012	The proposals for the new plan were presented to the LSCB and broad agreement was given from the LSCB members.
(LSCB)	LSCB representatives involved through attendance at CYPTB	Comments from the LSCB representatives were also received during Partnership meetings and contributed to the development of the plan.
Other council staff	Draft of the CYPP sent to corporate senior managers to review in January 2013	Corporate Services provided feedback on the draft of the plan and contributed to the development of the 'Commissioning in Richmond' section of the plan. A number of members of staff took part in the online consultation.
	Link to online consultation of the draft of the CYPP circulated in Staff E-news in January 2013	
Parents and carers	Focus group with parents invited by the Targeted	There were a number of key priorities identified through the focus groups and surveys:
	Youth Support team (4 parents participated) Short survey distributed to	 Making sure parents can access good childcare so they can go to work or undertake training or education;

Who we consulted with:	Consultation method:	What we found out:
	outreach workers to complete with parents in children's centres (23 respondents) Short survey distributed to outreach workers to complete with young parents (9 respondents) Short survey distributed to outreach workers to complete with parents of children and young people involved with the Families in Need Team, Targeted Youth Team or the Youth Offending Team (4 responses received) Focus group held with young parents aged between 19 and 26 as part of the Hampton Youth Project in 2009 (three participants)	 Delivering strong social care services that pick up children and young people who could be at risk of harm; Helping children and young people to have good emotional and mental health and making sure support is accessible when issues arise; Improving communication between the Council and parents of available activities and facilities using local publications in the borough and new technology; Providing more affordable leisure and sports activities and facilities for children and young people; Improving sex education for children and young people; Improving substance misuse advice and guidance; Providing more parents groups in the borough with improved publicity; Providing alternatives to academic learning pathways for young people; Providing support for parents and children and young people with specific diagnoses such as Attention Deficit Hyperactivity Disorder; Providing improved benefits advice and guidance; Improving health visitor provision for new parents; Ensuring parks and playgrounds are safe; Educating children, young people and their families on diet and nutrition and promoting healthy eating; and Improving advice and guidance for families on benefits and financial budgeting. Additional issues identified: There needs to be somewhere to go if you take the wrong path/ route in life; The importance of not stereotyping young people; What is being done to support the 26-40 year olds, they have as many issues as young people and should look into using local cafes for young people to meet up free from alcohol and drugs; There is a need to provide positive role models; and

Who we consulted with:	Consultation method:	What we found out:
		The Council should promote organisations that give support to families.
Primary schools	Article in Schools e-news setting out proposals for the new CYPP and inviting comments in October 2012 Presentation at Primary Heads Forum in November 2012 Link to online consultation of the draft of the CYPP circulated in the Schools E-news in January 2013 Primary school representatives involved through attendance at CYPTB	As a member of the Partnership, the primary school representative agreed the proposals for the new plan on behalf of all the primary schools. No additional comments were received.
Primary school pupils	Information taken from the Richmond Borough Annual Survey of children and young people (2,466 respondents from Year 6 and Year 7)	 The key findings from the Richmond Borough Young People's Annual Survey for Year 6 and Year 7 pupils were: Richmond pupils are more likely to have exercised hard on at least 3 occasions the previous week compared with pupils in the wider sample. 82% of Year 6 pupils said this in Richmond compared with 68% in the wider sample; 20% of Richmond Year 6 pupils said they worried about SATS/ tests at least 'quite a lot'. This compared with 36% saying the same in the wider sample; 53% of Year 6 pupils in Richmond recorded levels of 'high' self-esteem. This compared with 33% of pupils in the wider sample; and 88% of Year 6 pupils in Richmond had been told how to stay safe while chatting online compared with 80% of pupils in the wider sample.
Richmond	Link to online consultation	Comments received included:

Who we consulted with:	Consultation method:	What we found out:
Executive Partnership Group (REP)	of the draft of the CYPP circulated in the Richmond Partnership monthly briefing in January 2013 Presentation at REP meeting in February 2013	 There is a need to tighten up the Partnership's position with regard to Special Educational Needs and the personalisation agenda; The commissioning position needs to be strengthened so that it reflects the Council's priorities; and There needs to be a clear link between the commissioning plan and the CYPP delivery plan.
Richmond Partnership School Councils	Presentation to Richmond Partnership in early 2013 Invited to make comments about priorities for the borough in 2009 (84 pupils contributed from across eight schools)	 The presentation was mainly to give information to the Richmond Partnership. The group agreed with the overall framework of the plan. Key priorities identified by the School Councils: Giving children and young people enough things to do and places to go; Reducing the number of children and young people who are affected by substance misuse and lowering levels of smoking, drinking and taking illegal drugs; and Stopping children and young people being the victims of crime- and lowering the fear of crime amongst young people. Additional issues identified: Activities should be free, low cost or subsidised; There needs to be better promotion of activities for young people; There should be a wider range and variety of things to do; and Campaigns to promote a positive image of young people are needed.
Secondary schools	Article in Schools e-news setting out proposals for the new CYPP and inviting comments in October 2012 Presentation at Secondary Heads Forum in	As a member of the Partnership, the secondary school representative agreed the proposals for the new plan on behalf of all the secondary schools. No additional comments were received.

Who we consulted with:	Consultation method:	What we found out:
	November 2012 Link to online consultation of the draft of the CYPP circulated in the Schools E-news in January 2013 Secondary school representatives involved through attendance at CYPTB	
Secondary school pupils	Workshop event held at Heatham House in November 2012 (31 participants attended from 5 schools) Information taken from the Richmond Borough Annual Survey of children and young people- respondents from year seven, ten and eleven (add in number of respondents)	 Key issues identified at the workshop event: There is a need to encourage healthy eating and the importance of having a balanced diet; The provision of accessible cultural and leisure facilities- especially sports- needs to be improved; The importance of counselling and having someone to talk to; The importance of job and careers advice for both young people but also parents; Ensuring there is sufficient help for those families that need it; and Providing of a range of young activities and clubs that are well publicised.
		 66% of pupils in Richmond said they want to continue in full time education after Year 11 compared with 56% of pupils in the wider sample; 51% of pupils in Richmond walked to school compared with 40% of pupils in the wider sample; 66% of Richmond pupils said that they have never smoked at all compared with 75% of the wider sample; 23% of Year 10 pupils in Richmond had used illegal drugs compared with 15% of pupils

Who we consulted with:	Consultation method:	What we found out:
		 in the wider sample; and 33% of Richmond pupils know that Chlamydia can be treated and cured compared with 24% of pupils in the wider sample.
Young carers	Focus group held with young carers aged between 13 and 17 at the Richmond Carers Centre in 2009 (four participants)	 Key priorities identified by the focus group: Reducing or stopping bullying; Making sure young people get good information, advice and guidance when they are over 16 and this helps them to either be in school or college or get a job; and Supporting children and young people who may have emotional or mental health issues. Additional issues identified: Healthy food needs to be cheaper; Exercise needs to be cheaper including swimming pools and athletic tracks; and Money is an issue for young people, there should be more jobs available, you need to gain experience to find employment and employers want experience- there should be charitable work on offer.
Young people in hostel accommodation	Focus group held with young people aged 16-18 in Queens Road Hostel in 2009 (eight participants)	 Key priorities identified from the focus group: Supporting young people who are homeless and reducing the number of young people who are homeless; Keeping low numbers of teenage conceptions and stopping the spread of sexually transmitted diseases; and Lower crime so children and young people are not victims and are not scared of crime. Additional issues identified: Should be more youth clubs, there aren't any in Richmond town centre, there is nothing for us to do- can't invite noisy friends to the hostel and they need to leave by 11pm, hanging around outside is not good;

Who we consulted with:	Consultation method:	What we found out:
Youth Council	Attendance and discussion at Youth Council meeting in August 2012 Youth Council worked with CiCC to development young people's action plan	 There need to be more activities, such as the chance to do work experience, a taste of what you want to do, credit crunch is not helping; and There is too much stereotyping by the police, especially black boys. The Youth Council have developed the Young People's Action Plan alongside the CiCC. The Action Plan will be published on the Council's website when finalised and monitored annually.
Youth settings	via workshops from January- March 2013 Invited to make comments about priorities for the borough in 2009 (69 respondents from across nine youth clubs and youth projects)	 Key priorities identified from the youth settings: Helping young people to not get involved in anti-social behaviour or crime; Cutting down homelessness for young people and supporting young people who don't have a home; Helping parents get a job, get training or go back to education to learn new qualifications and cut down on the number of families who are poor; Offer a range of good activities for young people; Give young people good advice and guidance and useful information to help them either stay in education or get into training when they are over 16; Helping young people who need extra support so they can either stay in school or get into training when they are 16; and Helping children and young people so they don't get bullied. Additional issues identified: There need to be more youth facilities; There should be more activities on offer; and

Who we consulted with:	Consultation method:	What we found out:
		There needs to be better publicity of what is going on for young people.