



We will enable residents to realise their potential, to be healthy and to be part of great communities that support each other. We want all children to have the best start in life.

Children and Young Person's Version Improvement Plan Phase 2: Sept. 2024

Quality Assurance - Hearing the Voice of the Children Young People and Parent/ Carers
Understanding the impact of what we do

The Head of Service for Quality Assurance and the Participation Worker met with 2 groups of Care Leavers in August 2024 to share the new Improvement Plan and to get feedback on what they thought needed doing to improve Herefordshire Children's Services. Their priorities are reflected in our improvement plan. We will report back on progress against their priorities through their groups

Our Children and Young People Priorities

1. Staff stability and consistency of approach.
2. Children and Young People should contribute to their Plans.
3. Improved management and supervision of workers.
4. Better housing options for care leavers.
5. Workers need better training to be trauma informed.

How it feels

Biggest issue is the changes in worker
Having to tell my story over and over
Handover between workers is poor
Seems like a tick box exercise, you don't really care
Never seen my Pathway Plan

What we need

Listen to us
Follow through with what you say you will do
Show us respect
Tell us the truth

Direct quote #1

'Get to know me? Read my file, don't make me repeat my story over and over.'

Progress is built on partnerships: partnership activities will be delivered through:

Herefordshire Safeguarding Children's Partnership: Herefordshire Council Corporate Parenting Board: SEND Partnership

Oversight and coordination of this plan is through the Improvement Board Evidencing our progress and outcomes will be shared through regular Ofsted monitoring visits

Quality Assurance - Audit Activity
Understanding quality of practice

Timelines of workload and workflow Carers Understanding the impact of what we do
Quality Assurance - KPIs