

Children's Services Practice Week

Monday 16 to Friday 20 May 2022

The Power of Participation:
Everyone's Business



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Introduction.



Sara Tough

Welcome to our May 2022 Practice Week focusing on Participation! Once again, we have a week of events to inspire your practice with children and families and I'm especially pleased to see that not only will

the events include many presentations by children and young people, but that we are also opening up the opportunities to children, families, carers and partner agencies to attend the events. We often talk about creating a 'learning culture' in our teams and what better way to learn than alongside the experts with experience of our services.

We all use services in our everyday lives and are able to reflect on and often vocalise where we have and haven't had a good experience. This can sometimes be harder for vulnerable children and families experiencing our services and we therefore need to re-double our efforts to ensure those voices are heard, responded to and acted upon whether that is at an individual practice level or within whole service design and delivery.

We will also be using this Practice Week to officially launch the Participation Strategy and animation so look out for sessions on them, as well as the midweek conference where we are excited to have keynote presentations from Lemn Sissay and Luke Rogers.

I'm sure you'll agree, there is a lot on offer to invigorate your work and help us all further embed participation activities into our practice and day-to-day work. Some of our young people will be part of the evaluation of the impact that events have had, so don't be surprised to receive a phone call from a young person asking about your experience, what you have learnt and what you have done differently!



Andrea Brown

This Practice Week is not just about learning. It is a celebration of the participation work already being undertaken across Children's Services, and a call to action for all of us to do more. It's an opportunity

to challenge ourselves about how far we seek out the views of children and families in developing ourselves and our services, and what else we can do to embrace opportunities to hear how our services are received and ensure people are given opportunities to co-produce, enhance and develop our services.

Participation is relevant to every role in every team in Children Services; we all have a part to play. There are numerous benefits of undertaking effective participation with children, young people, families and carers. These benefits, however, will only be fully realised when participation is part of who we are and how we work, not just at an individual level but throughout the organisation.

As part of this week we invite you to have a personal or team challenge to gather feedback from children and their families, partner agencies or the people you work with, to help you improve your day to day work. Work as a team to consider how you might reach out to the people whose voices need to influence your service the most. There is a 'Feedback Frenzy' workshop on Monday morning to help inspire you, and there is a session with the Leadership Team on Thursday afternoon to share best practice around participation. If you do nothing else, please use Friday afternoon to add a participatory question or activity into whatever work you are undertaking, to learn from it and take action!

Overview.

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|---------------|---|---|---|---|--|
| 09.30 - 10.30 | Feedback Frenzy Workshop Michael Cox Join here | Having a voice, having a choice. Participation with children and young people Karla George, Ariane Hoppler & Jade Cubbitt Join here | What's worked well in engaging young people Lisa Hilson and Laura Abbro Join here | Services to Home Educators and Elective Home Education Ian Hart Join here | Working with young carers Phil Beck, Eloise Riches-Burt, Belinda Jones, Maria Plumb Join here |
| 11.00 - 12.00 | Every Relationship Matters in Norfolk Roxanne McDowell and Phil Beck Join here | | Speech, Language and Communication: helping to remove barriers and increase participation Olivia Ince (Highly Specialist Speech and Language Therapist) Join here | Improving co-production of SEND in Norfolk Steph Askew, Maxine Blocksidge, Niamh Keane, Claire Jones, Family Voice Norfolk Reps Join here | Family Networking Approach (The Secret Tool) 11am - 12.30pm Paul Farmer, Julie Reeve, Emma Park Join here |
| 12.30 - 13.30 | The power of co-production in safety planning Ruth Simpson and Karla George Join here | Building Participation in Research for Practice Carlene Cornish and Georgia Philips - UEA Join here | Engaging with children & young people across Norfolk Workshop Polly Kane, Alex Cox & Sandy Symonds Join here | How the voices of children and families are influencing our system CSLT Join here | Time for Feedback Frenzies / Participation Activity |
| 14.00 - 15.00 | How FLOURISH links to Participation Polly Kane and Matthew Reading Join here | Understanding potential barriers to participation – The Compass of Shame Brigitte Hyde Join here | | Closing the Loop - how feedback and participation can make the difference Rachel Cogman and Natasha Freeman Join here | |
| 15.30 - 16.30 | Everybody wins: Why working with Advocates means better outcomes for everyone Annie Tidbury & Mike Baker from Equal Lives Join here | Building resilience to enable positive and meaningful interactions Laura Gavrila Join here | Conference 4 - 7pm. Sara Tough intro Lemn Sissay Q&A and break Luke Rogers Sarah Jones, Paul Webb & YP Register here | Managing Complaints Restoratively (Managers Only) Brigitte Hyde Join here | |
| 17.00 - 18.00 | Young people launch 'You said & together we did' Kitemark Karla George & young people from NiCC Join here | More than Just Words Lorna Miller-Fik, Jean Douglas and young people from the MTJW group Join here | | YABs and Youth Parliament Q&A Paul Webb Join here | |



Monday

16th May

Feedback Frenzy Workshop

Time: 09:30 – 10:30

Presenter: Michael Cox

Michael Cox is a Service Manager for Norfolk Independent Statutory Services. He qualified as a Social Worker in 1996. Michael has a social work background in Residential Care, Leaving Care, Resource Centres, LADO and Independent Reviewing Officers over the past 32 years.

An apt start to the week, focusing on participation through feedback. This workshop will look at the reasons for getting targeted and ongoing feedback from service users (children, young people, parents and birth family members) and professionals about the services we provide, to help improve practice. It will give you some ideas on how to gain this feedback and how to act on the information provided.

As part of this week, we invite you to have a personal / team challenge to gather feedback from children and their families, which we can share at the session with CSLT on Thursday.

[Click here to join the meeting](#)

Every relationship matters in Norfolk

Time: 11:00 – 12:00

Presenter: Roxanne McDowell & Phil Beck

Roxanne is a Practice Coach and a Trainer and Developer of Every Relationship Matter's in Norfolk.

Philip is a Head of Communities and Partnership and has led for Children's Services on working collaboratively across the children and families' system in supporting effective practice and helping Norfolk to adopt a 'think family' approach to young carers. More recently he has had the privilege of working with young carers and young adult carers on co-producing the new transition assessment and plan that we hope all young carers will be offered in Norfolk.

Every Relationship Matters in Norfolk was created last year, through consultation with partners and parents/carers, with the aim of providing practitioners with the knowledge, tools and resources to be able to reduce parental conflict with families for positive intervention and bring about more effective participation.

In this session, we will show you key areas of the training pack on offer and how parental conflict impacts on children's emotional wellbeing. We will talk you through the resources within the toolkit and explain how the tools can create change within your work.

[Click here to join the meeting](#)

The power of co-production in safety planning

Time: 12:30 – 13:30

Presenter: Ruth Simpson & Karla George

Ruth is a Senior Practitioner in the Targeted Youth Support Service and a Youth Worker (JNC). Ruth holds a Master's Degree in Child and Family Research, where she focussed her thinking and writing around adolescence.

Her career so far has been in various multidisciplinary settings including criminal justice, anti-racist facilitation, community cohesion and development as well as specialist targeted support for young people.

Karla has a BA (Hons) Informal Education (Youth Work and Community Learning and Development) Class 1. Her professional background is in Youth and Community work, specialising in youth participation. Karla has led on the delivery of a diverse range of youth projects across Norfolk and is passionate about ensuring the voice of children and young people is at the heart of decision making. She is a keen advocate for the power of participation both in terms of outcomes for children and young people and service transformation and innovation.

In this workshop Karla and Ruth will share their experience of co-producing safety plans with young people. We will reflect on the use of language and how to make safety planning accessible and meaningful for young people.

We will reflect on

- the concept of ownership – who’s plan is it?
- the importance of relationships in safety planning
- how to make safety planning meaningful and engaging

[Click here to join the meeting](#)

How FLOURISH links to Participation

Time: 14:00 – 15:00

Presenter: Polly Kane & Matthew Reading

Polly is the Business Lead for CYP SA, supporting the work of the Alliance to deliver the Flourish ambition. She has a long and varied history in local government and the voluntary sector, working in areas including homelessness, children and young people, ex-offenders, bid writing and partnership working.

Matthew is Strategy and Partnership Implementation Lead within the Communities and Partnership directorate. He is leading on the roll out of Flourish across the Council and its partner agencies. Previously he was Head of Social Work in Kings Lynn and West, and then Head of Family Support in Kings Lynn and Breckland. He has held various leadership roles in children’s services over the last fifteen years and qualified as a children’s social worker in 2001.

The shared ambition of the children and young people’s system is that Norfolk is a place where all children and young people can Flourish.

Flourish reflects what young people have told us is most important to them. Co-produced by the multi-agency Children and Young People Strategic Alliance (CYP SA) as an outcomes framework that enables partner organisations to work strategically together towards securing the impact and outcomes we want to see.

Flourish is for everyone working with children and young people. This session will introduce Flourish and the role of CYP SA, look at how participation is key to delivering the Flourish outcomes and explore how we can engage children, young people and families as equal partners in the process.

[Click here to join the meeting](#)

Everybody wins: Why working with Advocates means better outcomes for everyone

Time: 15:30 – 16:30

Presenter: Annie Tidbury & Mike Baker
from Equal Lives

Annie Tidbury (she/her) is Advocacy Manager at Equal Lives and chairs the forum of the newly launched Norfolk Advocacy Partnership. She has also worked in the gender-based violence sector and learning disability sector. Mike Baker (he/him) is an Advocate and joined Equal Lives in December 2020, previously a Social Worker for 30 years working in Children & Families but mostly in Learning Disability.

If there was a way to make complex cases less stressful, would you want to know about it? In this

session advocates from Equal Lives will explain how working in partnership with advocates and disabled parents means better outcomes for all of us. You will learn how to refer people for advocacy support, what an advocate can do for clients, and how new funding means Equal Lives can now support more people than ever.

[Click here to join the meeting](#)

Young people launch ‘You said and together we did’ Kitemark

Time: 17:00 – 18:00

Presenter: Karla George & 4 young people
from NiCC

Karla has a BA (Hons) Informal Education (Youth Work and Community Learning and Development) Class 1. Her professional background is in Youth and Community work, specialising in youth participation. Karla has led on the delivery of a diverse range of youth projects across Norfolk and is passionate about ensuring the voice of children and young people is at the heart of decision making. She is a keen advocate for the power of participation both in terms of outcomes for children and young people and service transformation and innovation.

In this session we will hear from NiCC members about their new Kitemark ‘You said and together we did’. The new Kitemark will ensure that C&YP views are listened to and acted on.

[Click here to join the meeting](#)

Tuesday

17th May

Having a voice, having a choice. Participation with children and young people

Time: 09.30 – 11.30

Presenter: Karla George, Ariane Hoppler & Jade Cubbitt

Karla has a BA (Hons) Informal Education (Youth Work and Community Learning and Development) Class 1. Her professional background is in Youth and Community work, specialising in youth participation. Karla has led on the delivery of a diverse range of youth projects across Norfolk and is passionate about ensuring the voice of children and young people is at the heart of decision making.

Ariane holds a BA in Social Work and Social Pedagogy, and an MA in Education. She is a Learning and Development Consultant responsible for designing and delivering training and learning for Children's Services staff, covering Diversity, Children's Rights, Healthier Lifestyles and Wellbeing and working with Adolescents.

Jade is a Children and Young People Participation Officer. In her current role, her main priority is to support the UK Youth Parliament in Norfolk, supporting young people to take part in democracy

and decision making in a UK wide programme with the British Youth Council.

In this workshop Karla, Jade and Ariane will provide tools and techniques for engaging young people in meaningful participation activities. We will provide an overview of the current legislation which underpins participation practice.

This is an introduction to the Participation Training which will go live in August 2022.

[Click here to join the meeting](#)

Building participation in research for practice

Time: 12.30 – 13.30

Presenter: Dr Carlene Cornish & Dr Georgia Philips - UEA

Carlene is a Lecturer and Director of Admissions in Social Work at UEA. Originally from South Africa, she has both local and international experience in social work, probation and academic research. She is Co-Chair of UEA's Tackling Racism Taskforce and a BASW England Committee Member. Her various academic qualifications and professional experiences across a range of disciplines, led to specialist practice in areas of child protection, fostering and adoption, youth offending and restorative justice.

Georgia joined the Centre for Research on Children and Families in 2011, to begin an ESRC Post-Doctoral Fellowship, working with Professor

Margaret O'Brien on a project looking at father-inclusiveness in interventions for supporting separated/divorced parents. Georgia then worked on another ESRC funded project, looking at care planning for looked after children, and the role of the Independent Reviewing Officer. Since 2014, Georgia has worked on two significant and innovative, Nuffield funded projects: 2014-17, Counting fathers in; Men's experiences of the child protection system; and 2017-2019/20 Up Against It: Understanding the scale, pattern & dynamics of fathers' recurrent appearance in care proceedings. From 2021-22 she produced an independent evaluation of the Caring Dads programme in Blackburn with Darwen.

This session will showcase two examples of building participation and collaboration into research activity to advocate for change, better influencing and inspiring social work practice. We will briefly present what we did and why and make the case for increasing participatory and co-created approaches to developing and evaluating services. There will also be time for discussion and questions.

Example one is 'How's Your Father', a piece of theatre based on academic research undertaken by Dr Georgia Philip at UEA, created by four organisations working together - Norwich-based theatre company The Common Lot, the School of Social Work at UEA, the Norwich charity Menscraft, and The NCC service Dads Matter.

Example two is the Black and Ethnic Minority family members' lived experience of Children and Family services in the Local Authority. The University of East Anglia and Children's Services working to ensure that the voices and experiences of Black and Ethnic Minority family members are represented in the education of Social Workers. Drawing on the narratives of People with Lived Experience, we are creating a series of video interviews to support the training and education of staff and students.

[Click here to join the meeting](#)

Understanding potential barriers to participation – The Compass of Shame

Time: 14.00 – 15.00
Presenter: Brigitte Hyde

Brigitte is the Restorative Approaches Coordinator for Norfolk County Council and works to enthuse, train and promote this way of “being” across Norfolk. She is passionate about the ethos of restorative approaches and how it helps to build a framework and understanding of our interactions to build, maintain and repair relationships.

Brigitte will be using a reflective learning circle to explore the Compass of Shame.

We will be looking at ways that shame may present itself and how it can impact on families engaging in a positive working relationship.

[Click here to join the meeting](#)

Building Resilience to enable positive and meaningful interactions

Time: 15:30 – 16:30
Presenter: Laura Gavrilă

Laura Gavrilă is the Head of the Fostering Service for Norfolk County Council. The Fostering Service aims to achieve meaningful participation and engagement with foster carers to enable for the voice of the children to be clearly heard. The session will aim to explain how young people are provided with opportunities to have greater control over their lives through participation but also to illustrate the foster carers' role in building, maintaining and repairing relationships.

The session will also capture the importance of building and creating sufficient resilience within placements to enable positive and meaningful interactions.

[Click here to join the meeting](#)

More than just words

Time: 17:00 – 18:00
Presenter: Jean Douglas and Lorna Miller-Fik

Jean is a Senior Social Worker in a Norwich In Care Team. She recognised the needs of child and young people from the Black and Ethnic communities were not being addressed and felt their voices needs to be heard and their views shared. Having consulted with the relevant managers, she tried to find a way to ensure young people from these communities could

be supported and encouraged to get their views across. Jean developed and now co-runs the MTJW forum and is exploring a similar group for under 13s.

Lorna is a Children and Young People's Participation Officer and co-runs the MTJW forum alongside Jean. She has had the privilege of working with this group since the beginning of the year – Lorna is very passionate about elevating the voice of the under-represented and creating real change led by our young people. This group inspires and motivates her each time they meet.

In this session you will meet some of our progressive and inspiring young people from NiCC's participation group 'More Than Just Words' (MTJW for short!)

Together we want to:

- Educate and inform those around us of the difficulties we face
- Raise awareness of the cultural needs of care experienced children and young people, and reach as wide an audience as possible
- Explore how organisations outside of NCC work together to ensure children's needs are best met

“We are not doing this for you to just hear us, we want you to understand the feeling behind what we are saying”

[Click here to join the meeting](#)

Wednesday

18th May

What's worked well in engaging our young people

Time: 09.30 – 10.30
Presenter: Laura Abbro & Lisa Hilson

Laura started in teaching following a career in business, she began in the primary phases, and developed practice around early literacy and gaps in education through management of the learning support centre and a period of time in the traveller education service. Laura is now an advisor in the virtual school. Lisa has been part of the UASC service since it began in 2019. The service has grown significantly and following a restructure is now the UASC Operational lead overseeing two teams.

We will be looking at what has been working well in engaging our young people to be active participants in, informing services of their particular needs and providing opportunities to young people to share their voice and advocate for themselves. We will show how we take opportunities to encourage active participation in order to inform service development and meeting the needs of young asylum seekers/refugees living in Norfolk. We will also explore barriers and what we are putting in place to overcome them.

[Click here to join the meeting](#)

Speech, Language and Communication: helping to remove barriers and increase participation

Time: 11.00 – 12.00
Presenter: Olivia Ince & Zoe Maufe

Olivia and Zoe are both qualified Speech and Language Therapists working in the New Roads Service - Olivia is based at the Norwich Hub and Zoe at the Dereham Hub. The New Roads service is an adaption of North Yorkshire County Council's No Wrong Door model.

In this workshop, Olivia and Zoe will explain how adaptations to our speech, language and communication can help to remove barriers and increase participation for young people. This session will get you reflecting on your own speech, language and communication as well as that of the young people you support. You will learn some practical tips which you can use in your daily practice to support young people to participate in the work you do together.

[Click here to join the meeting](#)

Engaging with children & young people across Norfolk Workshop

Time: 12.30 – 13.30
Presenter: Polly Kane, Alex Cox & Sandy Symonds

Polly is the Business Lead for CYPASA, supporting the work of the Alliance to deliver the Flourish ambition.

Alex is the Stakeholder Engagement and Insight Officer for CYPASA, supporting the Alliance to make decisions informed by the views and wishes of children, young people and their families. Alex has a strong education background, having been a PE teacher in London for 13 years before working in outreach for the UEA, engaging with harder-to-reach young people to encourage post-16 engagement with learning.

Sandy is a Practice Lead within the Practice Development Team and the Practice Coach Team manager.

The Children and Young People Strategic Alliance (CYPASA) is committed to having the views, wishes and aspirations of children and young people at the heart of their decision-making. As a lead partner, it is vitally important that Children's Services leads the way in this approach. In order to progress this work and ensure we are hearing from as many children and young people as possible, we need to find out whether, how, if and when they want to hear from and talk to us. One of the end goals is to create a 'panel' of young people across Norfolk who we can engage with on issues important to them.

This workshop will look at the work that is already underway to find this out and use the expertise in the room to explore the issue and develop ideas as to how we could best involve as many children and young people as possible in issues that are important to their lives.

[Click here to join the meeting](#)

Conference.

The Power of Participation: Everyone's Business

Time: 16:00 – 19:00
Introduction: Sara Tough

Presentation

Presenter: Lemn Sissay

Lemn Sissay OBE is a poet playwright, memoirist performer and broadcaster. Many will know that Lemn spent his childhood in foster and residential care and in 2015, he brought a legal case against the government for critical mistakes in the first eighteen years of his life, which was settled out of court.

His memoir 'My name is Why' received awards from both The Pen Pinter Prize in 2019 and the Indie Book Awards non-fiction prize in 2021. Lemn Sissay was named MBE for services to literature by The Queen in 2014. In 2021 he was named OBE for services to Literature and Charity. He has honorary doctorates from Universities of Huddersfield, Manchester, Brunel, Kent and Essex. Lemn has been Chancellor of

University of Manchester since 2015, which runs the The Lemn Sissay Law bursary, while the University of Huddersfield established and runs the first Lemn Sissay PhD scholarship for Care Leavers.

Further information can be found at www.lemnissay.com

Really hearing and seeing children is so important to ensure that they are at the centre of all our work and helps to build genuine relationships with children and young people. Lemn will help us to think about the importance of being curious and understand children's heritage, culture and life story to better support their needs.

Q&A / discussion and Break

How to make people and organisations flourish through meaningful youth participation

Presenter: Luke Rogers

Luke is a Lived Experience Leader and an award-winning social entrepreneur, recognised through

the award of the British Empire Medal (BEM) in the 2018 Queen's Birthday Honours List. He has 10 years' experience co-designing projects that enhance the experience of children in and leaving care. As a facilitator Luke has worked with the Department for Education, The Fostering Network and in 2020 was invited to be a Fellow at the Saïd Business School, Skoll Centre for Social Enterprise, at the University of Oxford and has supported organisations across the UK develop their engagement with young people.

By understanding and giving a voice to lived experience, we gain the knowledge to develop our services to best serve young people. This is a translation process, where stories are turned into strategies, ensuring children's social care is developed from the lives of the people who have experienced it.

He will be sharing his insights, passion for and expertise in creating projects that benefit the lives of young people to support Norfolk to listen, act and respond to the views of young people so we can ensure they flourish.

Conference.

How does this fit with Norfolk's Participation Strategy

Presenter: Sarah Jones & Paul Webb

Sarah is the Director of Commissioning, Partnerships and Resources for NCC Children's Services, responsible for commissioned services, Independent Statutory Services and community and partnership teams. Her teams work with a wide range of partners to ensure there is preventative early help for children, young people and families, and she also provides management support for the business lead for Norfolk's Safeguarding Children Partnership. Sarah is also an elected Director on the Association of Directors of Children's Services (ADCS) Board.

Paul is Strategic Lead for Youth and Participation at Children's Services. Paul is qualified youth worker has 17 years of experience in youth work practice and management, particularly playing a key strategic role in the progression and development of Norfolk's Youth Advisory Boards (YABs). Paul is responsible for leading and coordinating our internal Participation Strategy, as well our partnership approach to developing a sector wide Youth Strategy.

Sarah and Paul will be introducing Children's Services new Participation Strategy. The session will involve insight into some of key themes of the strategy and how it will be implemented across Children's Services. A young person will also be joining the session to explain why the strategy is important and how young people can benefit from the vast range of participation opportunities in Norfolk.

Register to attend [here](#)

Thursday

19th May

Services to Home Educators and Elective Home Education

Time: 09.30 – 10.30
Presenter: Ian Hart

As the recently new Elective Home Education (EHE) Adviser leading the Services to Home Educators team, Ian is very excited to join Norfolk County Council. His education career ranges from EYFS right through to Higher Education, within this, he has been a department head in a secondary school and a deputy headteacher in a primary school.

Attend this session to find out what Elective Home Education is and how we support Norfolk families as a Local Authority in accordance with LA Guidance and Law.

[Click here to join the meeting](#)

Improving co-production of SEND in Norfolk

Time: 11.00 – 12.00
Presenter: Steph Askew, Max Blocksidge, Claire Jones, Niamh Keane, Nicola Baxter & Tracey Sismey.

Steph and Max are both Senior Advisors for Special Educational Needs and Disabilities (SEND) in Children's Services. Claire is the Local Offer Manager (SEND), while Niamh is the Special Educational Needs and Disability, Information, Advice and Support Service (SENDIASS) Manager.

Tracey acts as Chair at Family Voice Norfolk and Nicola is the Communications Lead. Family Voice Norfolk is the parent carer forum for our county, representing the views of parent carers with children or young people aged 0–25 with special educational needs and/or disability (SEND).

Norfolk SENDIASS is a statutory service providing children and young people (0-25) with SEND and their parent/carers impartial, free and confidential information, advice and support based on Education Law and Health and Social Care where it impacts on education.

In this session, we will be looking at:

- Our journey - sharing a language of co-production and lessons learnt
- Sharing spotlights on co-production workshops
- Placing co-production at the heart of all we do

[Click here to join the meeting](#)

How the voices of children and families are influencing our system

Time: 12:30 – 13:30
Presenter: Children's Services Leadership Team

Sara Tough - Executive Director of Children's Services
Phil Watson – Director of Social Care
Sarah Jones – Director of Commissioning, Partnerships and Resources
Chris Snudden – Director of Learning and Inclusion
James Wilson – Director of Quality & Transformation

Come and join our Leadership Team to hear how participatory activity directly influences the decisions made about our services. It is also an opportunity for you to share some of the feedback you have received.

[Click here to join the meeting](#)

Closing the loop - how feedback and participation can make the difference

Time: 14.00 – 15.00
Presenter: Rachel Cogman & Natasha Freeman

Rachel is our Senior QA Manager who has worked in the authority for 9 years. She is very proud to be part of our improvement journey. Rachel and her team are really impressed at how well you have all adopted the new approach to audit, explicitly drawing out the positives, highlighting and celebrating good practice. Rachel and her team recognise the

importance of getting this right, they strive to ensure your hard work is valued and supported and that the practice is of a consistently high standard.

Natasha is a Life beyond Care Team Manager in the Norwich and South, working with a team of social workers and personal advisers to support teenagers as they prepare to leave care and beyond, up to their 25th birthday. Natasha has worked for the authority for around 12 years in safeguarding, child in need and CADS (formerly the MASH) and latterly has also supported student social workers as a practice educator.

In this uplifting interactive session, we'll be using examples from our recent participation activities and the feedback we get from audit and highlight ways in which we can successfully hear, capture, and act on the voices of children and young people.

Together we will identify excellent and creative ways in which we can build upon the successes and strengths of events and activities like these. We'll also discuss how we can translate feedback and participation into an evidence base to showcase positive impact and outcomes. Our aim is that you come away feeling more creative and inspired!

[Click here to join the meeting](#)

Managing complaints restoratively (for Managers)

Time: 15.30 – 16.30

Presenter: Brigitte Hyde

Brigitte is the Restorative Approaches Coordinator for Norfolk County Council and works to enthuse, train and promote this way of “being” across Norfolk. She is passionate about the ethos of restorative approaches and how it helps to build a framework and understanding of our interactions to build, maintain and repair relationships.

However hard we try to get things right, there are times when the people we work with are unhappy about what has happened. Restorative conversation allows people to have their points of view heard and to come to a mutual understanding and an agreed way forward. It assumes resolution and focuses on taking responsibility, making things better and restoring what has become fractured.

[Click here to join the meeting](#)

Participation Q&A with young people and professionals

Time: 16.30 – 17.45

Presenter: Paul Webb & young people from various participation groups

Paul is Strategic Lead for Youth and Participation at Children's Services. Paul is qualified youth worker has 17 years of experience in youth work practice and management, particularly playing a key strategic role in the progression and development of Norfolk's Youth Advisory Boards (YABs). Paul is responsible for leading and coordinating our internal Participation Strategy, as well our partnership approach to developing a sector wide Youth Strategy.

The session will focus on a Q & A with leading young people and participation professionals from across the wider youth sector in Norfolk. Paul will be joined by a hand selected panel of experts who can share their views on best practice, effective approaches and the core values of excellent participation work.

The panel will made up of representatives from

- Youth Advisory Boards (YABs).
- Norfolk's Youth Parliament
- Children and young people's participation within social care
- Youth In Mind - participation within mental health services

[Click here to join the meeting](#)

Friday 20th May

Working with young carers

Time: 9.30 – 10.30
Presenter: Phil Beck, Belinda Jones & Maria Plumb

Philip is a Head of Communities and Partnership and has led for CS on working collaboratively across the children and families' system in supporting effective practice and helping Norfolk to adopt a 'think family' approach to young carers. More recently he has had the privilege of working with young carers and young adult carers on co-producing the new transition assessment and plan that we hope all young carers will be offered in Norfolk.

Belinda works for Caring Together and is the lead for supporting awareness raising of young carers in schools and also supports Primary

phase schools aspiring or achieving the education young carer tick friendly award. She is a passionate advocate for the voice of young carers and has worked with a broad range of organisations in highlighting the importance of listening to and working with children and young people that care for others.

Maria is the service manager for Carers Matters Norfolk, that provides support and guidance to young carers and adult carers across the county. Maria has supported the development and delivery of key services to support identify and support young carers in partnership with a number of delivery organisations from the third and voluntary sector.

The session will focus on the importance of meaningful engagement with young people that provide care for others and how working together can ensure that Children's Services and its partners are better able to identify and support young carers at the earliest opportunity reducing the risk of them undertaking excessive and inappropriate care. It is estimated that there could be up to 18,000 young carers in Norfolk and we are a long way from identifying and offering guidance and support to them all. The session will consider the approach to working with children and young people that are caring for others and how conversations as assessments enable us to better respond to their needs.

[Click here to join the meeting](#)

Family Network Approach - The Secret Tool

Time: 11.00 – 12.30
Presenter: Paul Farmer, Julie Reeve & Emma Park

Paul has worked with Children Young People and Families for 20 years. He joined NCC as the Parenting Coordinator for the Youth Offending Team. Since then, he has also worked as a Family Support Practitioner before joining the FGC and FNA service within the Community and Partnership Pathway.

Julie has worked for Children's Services in Norfolk for over twenty years in various roles. When the FGC Service began, Julie was one of the original members of the team, supporting Early Help and Social Care Teams to embed the Family Network Approach into practice. Now as an accredited FGC Coordinator, Julie has delivered more than a hundred Family Group Conferences to children and families.

Emma joined the FGC/FNA at NCC Team in May 2021, from Lincolnshire Children's Services, where she worked in Residential settings, tasked with creating the Life Story Work for Children in Care. Her passion is for promoting family's involvement, enabling parents to take ownership of their part but also look towards their child's future. Her work was acknowledged with a nomination to the Department of Education and a subsequent invite to afternoon tea with the Royal Family.

Why use the network tool?

Families have a voice in future planning and their contributions are valued. It improves outcomes for children and young people, when those that care about them work together.

How the session will help you

- You will learn at least one thing about how to bring this approach into your daily practice
- We will give you the tools to unlock network conversations
- Utilise this way of working throughout the journey with children and their family
- Network conversations enable you to:
 - map out the network in safety planning
 - allow children and young people to stay connected and form lifelong links
 - enables children to return to their networks if safe to do so

[Click here to join the meeting](#)

Feedback Frenzies and Participation Activity

Time: 12:30 – end

Presenter: Team activity

Use this time either individually or as a Team to carry out a Feedback Frenzy or other Participation activity.

Thank you.

Our thanks goes to all the members of the planning group for organising these activities, to all the presenters and key note speakers who have taken time to share their knowledge and experience with us, along with the numerous partner agencies involved. And of course, a special thanks goes to all of our wonderful young people who have participated to make this a fantastic week of events.





Norfolk County Council

