



# Voice & Influence Newsletter



**Hull**  
City Council

Children, Young People  
& Family Services

**May 2019**

We hope you enjoy reading this newsletter covering the latest in voice & influence news, consultations and opportunities. In this issue you can catch up on news, events, consultations and much more.

As always, we encourage you to share this newsletter within your staff teams and networks. If you have any stories, groups or events that you would like us to feature in a future issue please email [cypfscommunications@hullcc.gov.uk](mailto:cypfscommunications@hullcc.gov.uk)

## News

### Hull Young People's Parliament

Kaitlyn gave an update on what the representatives have been doing since the last Hull Young Peoples Parliament (HYPP) in October. Kaitlyn and Scarlett attended the House of Commons debates where they both gave a speech which was televised on the BBC Parliament Channel. They have also participated in a Regional Convention in Leeds where Scarlett was given the regional award for her speech in the House of Commons - well done Scarlett!



Elections then took place to find the next four UK Youth Parliament representatives who will sit a two year term. Six candidates stood in the elections, shortlisted from fifteen young people. Each candidate read out a speech about what they have been involved in and why they should be chosen.

Young people were then able to ask questions to the candidates before they cast their vote.

Pictured above are the successful candidates elected:

- Winnie Chinyadza (MYP)
- Emily Koyuncu (MYP)
- Finnan West (DMYP),
- Scarlett Rowland (DMYP)

*Pictured here is newly elected Winnie Chinyadza and the Deputy Lord Mayor, Councillor Wilson. Well done to all the young people who took part!*



## Homelessness

At the last HYPP in October young people voted “homelessness” as their priority issue. During the workshop they explored some of the reasons why people become homeless and also how we can help them. Conversations were around issues in the town centre, particularly around the old BHS store, and how you can tell if somebody is genuinely homeless.



## Opportunities to get involved

### Tell us your views

We provide activities and support for **young people aged 10 to 24 years old**. We want to hear from you so we can make sure the activities and support we provide are what you need and want.

So please tell us.....

- what you want!
- when you want it!
- where you want it!



Fill in this survey [www.bit.ly/youthsurvey19](http://www.bit.ly/youthsurvey19) for a chance to win!

1st Prize - £50 Shopping voucher, 2nd Prize - £30 Shopping voucher, 3rd Prize - £20 Shopping voucher    Terms and conditions apply

## Young People influence design for 'People Helping People'



Young people have actively been informing the design and the way services will be delivered at Kenworthy House for vulnerable young people in our city. Teams will be working in a more joined up approach so that young people benefit from an improved way of working. As part of Hull City Council's commitment to an improved customer experience for young people, the ground floor will be refurbished by Summer 2019. 13 young people have been taking part in a project to produce colourful artwork for the ground floor including painting and photography.



The theme of the project was 'People Helping People' which is what they said happens at Kenworthy House. The redesign of the ground floor will allow more space for young people, families and other services to work together better. The space and supporting technology has been developed with this in mind and will include a resource area for young people to complete job applications, CVs etc with the support from trained staff in a more relaxed environment. Further developments to follow!

## Your opinion really matters to us....

The Children, Young People and Family Complaint Service are currently working in partnership with a group of care leavers to improve how children and young people can access our complaints and feedback service. This will include the redesign of leaflets and posters, and the design of a learning event to explore young people's understanding of the complaints process.



Watch this space for details of the learning event! We are also working with young people in developing the complaints service 'Local Offer' for care leavers. This complaints and feedback service is required as sometimes we don't get things right first time or you might feel that we could have given you a better service. If you are not happy with the care that you or someone else is receiving it is your right to complain. Please let us know as this gives us the opportunity to make changes and to try and put things right. We will always take your complaint seriously.

### How to complain about children's services

This is what to do if you have a complaint about children's services:

- First of all talk to the staff who provide the service you are not happy with. If you feel comfortable doing so, you should tell the people providing the service about your concerns so they have a chance to put things right. If this does not feel right see below.
- You can contact the Children's Complaints Team direct by a number of ways.

You can do this by telephone (01482) 616 143

Email [socialservices.complaints@hullcc.gov.uk](mailto:socialservices.complaints@hullcc.gov.uk)

Or you can write to: The Children's Complaint Team, Brunswick House, Strand Close, Hull, HU2 9DB.

## Feedback on Careers Advice

We recently carried out some feedback with young people about their careers advisor. This included how helpful appointments were and confidence for next steps. Here are some examples of the feedback received....

*"Received very good guidance and high level of advice. Much appreciate that!"*

*"Now I know which way to go to get the job I want and the skills I need to get there."*

*"I was very motivated and excited about the career possibilities"*

*"I thought I'd possibly be walking away with a CV today which is the only criticism however it has helped knowing what steps to take next."*

*"Very helpful and feel confident to create a CV that's up to standard. Would recommend 100%"*

*"So helpful and it exposed me to many other things I never expected."*



# Opportunities to feedback

## Children's Social Care would like to hear your feedback!

Have you received or are you currently receiving a service from Children's Social Care in Hull?



- If the answer is yes we would like to hear the views of **children, young people, parents and carers.**
- This will let us know what we are doing well and help us understand what we can do to improve our work with children, young people and families.
- You can complete a short online survey by [clicking here](#).
- Paper forms are available and can be requested from your Social Worker or Independent Reviewing Officer.

Thank you for your support. Look out for results and actions from your feedback in future newsletters!

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## 'The Pledge' to Young People in our care



The Young Voices Influencing Care (YVIC) Group are Hull's Children in Care Council. The group are currently reviewing '**The Pledge**' which is a set of promises made by Hull City Council to children in the care of the Local Authority. If this applies to you we would be very grateful if you could take the time to complete an online survey which can be [found here](#). Your opinion and feedback is really appreciated as it will help us to understand what is important to young people in our care.

Details of how to get involved are included in the survey. We will be offering £50 of Love 2 Shop vouchers to one lucky person selected at random.

Paper copies of the survey are available. If you would like more information, please call 01482 605 602.



Thanks for reading and don't forget to get in touch if you have anything you would like us to feature in a future edition!

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