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Children's feedback on service delivery

Research & Evidence Symposium
October 2014

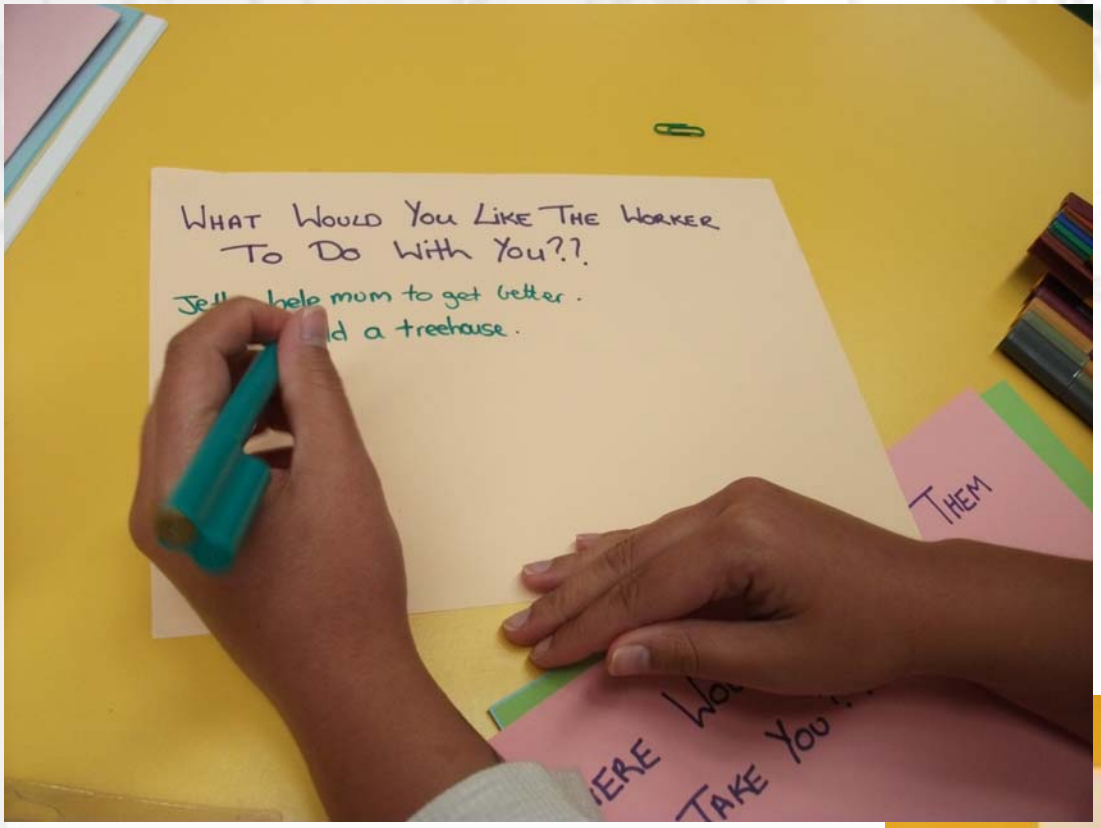
Objectives

- Discover what children think about our service
- Explore children's view of their family outcomes
- Increase child participation at family and service level

What does success look like?

- At least 5 children participate in sessions
- At least 2 changes are implemented as a result

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Planning

- Determine budget (ours was $2500 but we ended up spending $312 plus staff wages)
- List objectives and make basic session plans
- Choose a date – picked the end of the school holidays hoping families would appreciate a free fun day out
- Search for venue – important that it was family friendly, fun, local, well priced, with onsite catering
- Undertake risk assessment

AREA OF RISK	Community Feedback Day Thursday 23rd January 2013 Lollipops Playland Narre Warren				
COMPONENTS ***(Plan)***	**IMPACT/ PROBABILITY**	**SYSTEMS FOR MITIGATION** ***(Do)***	**ADVERSE EVENT ACTION PLAN** ***(Check /Act)***	**AREAS FOR IMPROVEMENT** ***(Do)***	***Progress***
*Contagious infections	**2/2**	Vaccinations provided by Windermere Antibacterial gel & wipes in cars When conducting the last RSVPs discourage families with infectious diseases from attending.			
*Parent or caregiver becomes unwell or unable to care for children	**2/2**	Have adequate staff on hand to assist parent and care for children. Call parent's emergency contact or ambulance if necessary.	Staff members can join children in to 2 groups to leave a worker free		
*If someone is hurt	**5/2**	Playcentre is first aid qualified. Call ambulance if necessary. Children are ultimately the responsibility of their parents.	All Lollipops supervisors are first aid qualified		
*If a child leaves the premises	**5/1**	Playcentre has child proof gating. Children are ultimately the responsibility of their parents. Sufficient staffing ratio so staff can assist parents in locating their child.	5 staff in attendance X2 back up staff		
*Staff member/s unable to attend	**2/2**	Have back-up staff members on call to attend.			

Advertising

- Target families near closure to ensure fresh memories and significant agency involvement
- Design a colourful flyer and write a paragraph about the Feedback Day in families' closure letters
- Case workers hand out closure letter and flyer 3 months before the Feedback Day date
- Add interested families' names to attendance register
- Prospective attendees given a reminder call a week prior

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We are running a community feedback session during the January school holidays to listen to the thoughts and opinions of families who have used our services. Your input will help us improve the services we deliver to local families.

Event Info:

Arrive at 10am to give the children time for free play before we start their supervised feedback games and the adult feedback group.

A delicious lunch will be provided after the sessions and children are welcome to continue playing in the centre under your supervision.

- Help improve your local services
- Share your thoughts and ideas
- Meet local families
- Free holiday entertainment for your children

For:

Current and previous clients of Windermere's Family Services

Dates:

Thursday 23rd January 2014

Time:

10:00am - 12:45pm
(We cannot admit families after 10:30am as the activities will be underway)

Venue:

Lollipops Playland & Cafe, Brechin Drive
352 Princess Hwy, Narre Warren

Please secure your place by booking with Leanne Kelly
by December 10th on ***9705 3237*** or email ***leanne.kelly@windermere.org.au***

IFS0025

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Organising

- Plan agenda – free play, sessions, lunch, free play.
- Times – morning, not too early, sessions completed prior to lunch
- Design consent forms
- Research what works well in children's focus groups – small group size, close age ranges, fun, informality – see article in Developing Practice, No.36 Spring 2013: 78

CHILDREN'S CONSENT FORM

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Thank you for allowing your child to participate in our feedback activities. Their suggestions will help us improve our services for children.

All recordings and photographs will be de-identified.

Handling of the data will be in compliance with the Information Privacy Act.

I agree to allow my child to participate in Windermere's service feedback activities.

I agree to allow Windermere to record my child's voice and photograph their de-identified artwork.

Signature _____ Date _____

Name in full _____

Family Services Community Feedback Agenda
Lollipops Playland

Arrival & quick play	10am (30mins)	
Morning tea served in the focus rooms	10:30	
Focus Groups ▪ Adult focus group ▪ Children hip hop ▪ Children art activity ▪ Children drama activity ▪ Younger children supervised in <5's play area	 10:30 - 12 (90mins) (30mins) (30mins) (30mins) (90mins)	 Children broken into ages 5 - 8, 9 - 12, 13 - 15 (Older teens could have the choice to join the adult focus groups or go with the eldest children). The three children's groups rotate through the three children's activities.
Whole group lunch in the main area	12:00-12:45 (45mins)	
Free play time available until the playcentre closes	12:45 - 5pm	

Staff

- We had three children's sessions and needed a staff member for each group
- We also ran a concurrent adult focus group so required an extra staff member to watch the very young children
- We asked two staff members to be on standby in case allocated workers were unwell on the day

Activities

- Kinetic drawing – children draw their house and family engaging in an activity to show family dynamics and relationships.

- Puppetry – basic cardboard cutouts on paddlepop sticks that children decorate. Suitable for younger children.

- Hip hop – children learn hip hop while taking turns to shout out answers. Need skilled staff and CD player.

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Questions for children

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- What has changed in your family (kinetic drawing)
  - What it was like before and how did you feel? What it is like now and how you feel?

- How did the worker act (puppetry)
  - Do you remember having a worker come to your house to work with your family? What did the worker do? Did you see or talk to them? How did you feel about them?

- How could we increase your participation (hip hop)
  - What activities would you like to do with your family worker? Would you like to be more involved in family discussions and planning?

Facilitating

- Note taking – transcribe everything even if it seems unimportant (include paralinguistics)
- Be friendly, fun and informal
- Reword and paraphrase questions when necessary to reach the child's level
- Use film, dictaphone or camera when appropriate
- Annotate and photograph artwork (get consent!)

Report writing

- Introduce objectives and methodology
- Present results
- Analyse results and determine how they can be used
- Translate results into meaningful actions using an action plan with SMART goals, timelines and assigned responsibilities
- Use the report! Disseminate to team and use for funding and service improvements

WHAT	HOW	WHO	WHEN
Collect ongoing children's service feedback	Add a bulletpoint to the pre and post scaling asking child's perspective on the service or on whether anything has changed in their family since having a case worker	R & D worker to organise and evaluate – team to implement	Monitor and evaluate biannually in July and January
CMs do more activities with children and give children choice	Create a flyer with the kid's activity ideas plus team's suggestions to give CMs some ideas of where to take kids or to take on HVs to give kid's choice	R & D worker to organise with team input – team to implement	Have started working document
Specifically speaking to the children at any opportunity during case lifetime	Case note. Maybe a section on BIA eg ' Have spoken with child 1, 2, 3' etc and a tick box	Admin Group (record what is currently being done)	In discussion
Involve children in goal setting	Create tick box on action plan or get them to write their name on it to say if children were involved with AP when appropriate	Admin Group	In discussion

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Learnings

- Include more questions and probe for deeper results - children were highly responsive
- Film the puppet show to capture paralinguistics
- Double-stress the importance of facilitators noting all comments
- Include more families – we could have catered for up to 30 children with the staff ratio
- Be prepared and organised but also flexible and able to adapt

Conclusions

- The day was successful
- We met the participant success metrics by interviewing 10 children (our target was a minimum of 5 children)
- We met the improvement success metrics by implementing 4 service improvements as a result of children's suggestions (our target was a minimum of 2 changes)