



KENT INDEPENDENT VISITOR SERVICE REPORT

Quarter 4
(Contract Quarter 2)
January - March 2023



#makingadifference



QUARTER 4 REPORT

At the end of this quarter the Kent Independent Visitor service has supported a total of 53 young people (since October 1st 2022).

There are currently 41 active Kent arrangements across the County, delivering consistent and stable support to young people in the community.



Frank Martin,
on behalf of the Independent Visitor service



The IV Mission....



Providing long term levels of support, independent from the care system



Improving resilience and social and emotional wellbeing



Providing consistency and stability to young people in care



Upholding the statutory right of providing an Independent Visitor to all those who it is suitable for



Improving the experiences of young people in care

Achieving the Mission Goals

Monthly visits out in the community



Consistent role models



Trying new things



Interest and young person focused



Young person led



Independent volunteer





Data Monitoring

41

Active arrangements

- Number of young people matched currently

7

Matches this quarter

- New arrangements set up

53

Total young people supported this year

- Number of young people that have had an Independent Visitor this year October 2022 to current

23

Newly recruited volunteers this Quarter

- New volunteers coming through for this service. These are spread across our county wide service

4

Referrals this quarter

- New young people referred to the service.

8

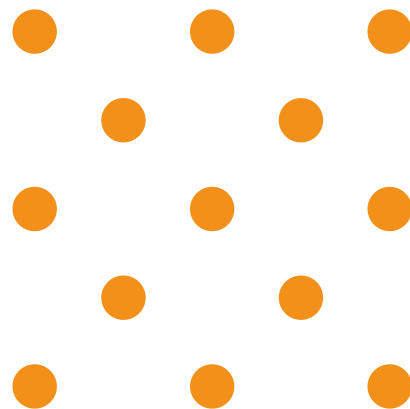
Referrals in total this year

- Total number of young people referred to this service this year October 2022 to current

35

Young people on the active referrals list

- Number of young people waiting to be matched (35 carried over from previous contract)





Data Monitoring

9

Arrangements ended this quarter

- These reached the two year milestone goal and ended mutually

2

Referrals for young people placed out of area

- For those young people out of area, we are looking to identify local volunteers that are part of clubs/organisations that the young people are themselves are interested in

4

Volunteers that are care leavers

-We welcome and actively promote care experienced volunteer for this service.



Length of Arrangements

One of the primary objectives of an Independent Visitor is to become a long term member of their young person's support network. It is a requirement for all of our volunteers to make a minimum commitment of two years in order for them to become a consistent and trusted adult in the young person's life and achieve this objective.

37%
of active
arrangements have
been active for over
2 years

34%
of active
arrangements are
Currently in their
second year

29%
of active
arrangements are in
their first year

Data Monitoring

REPORT AND FIGURES

34 %
of matched
young people
are female

66 %
of matched
young people
are male

46 %
of referrals for
this service are
female

54 %
of referrals for
this service are
male

Data Monitoring

VALUE OF ARRANGEMENTS

100%
of Young People
discussed their
emotional wellbeing
with their IV on visits

100%
of Young People stated
that they enjoyed their
visits this quarter

69%
of Young People tried
something new whilst
out with their IV

Providing our young people with the opportunity to try something new that they may not have previously had access to is one of the most valuable outcomes of the role. New Visits this quarter have included -

- Truck Racing at Brands Hatch
- First trip to Nandos, this was something on the YP's list of things to do with his IV
- Trip to a board game café
- I walk by the river followed by a hot chocolate
- A trip to Gamebox, an immersive gaming experience
- Trip to Pizza hut

Added Value



In February we were overwhelmed that one of our volunteers kindly arranged for YLF to receive a generous donation of tickets for the England vs Italy Six Nations rugby game at Twickenham!

A number of young people and their IV's attended the game, a truly amazing experience for everyone - a great time was had by all!

National Standards

When measuring our service against the National Standards for Independent Visitor Services we are meeting all of the recommendations and requirements with the exception of a few-

9.1 - Feedback is asked from the child, independent visitor, carers and social workers. The regularity of monitoring will depend on the length of the match and the child's needs and wishes.

As the service provider we are implementing quarterly questionnaires to the young people we are supporting. this will in turn allow for each and every young person supported by the service to be heard.

We would welcome feedback on the IV arrangements from the social work teams/IRO teams during CIC reviews in order to ensure we are fully meeting this standard.

11.2 Social Workers should in turn offer good communication to the Independent Visitor service including: important updates around the child's life and circumstances that may impact on relationships / visits. In particular the Social Worker should inform the service of up-to-date risk assessments and any plans for placement moves.-

This is not done regularly and often leads to the service coordinators not receiving important information, at times this can slow the matching process. We would welcome a discussion on how YLF and KCC can work together to improve communication

Volunteer Recruitment

The IV service has been busy implementing a volunteer recruitment strategy to meet current demand for the service and ensure it offers young people a volunteer who matches their personal preferences.

The team have attended several career fairs to advertise the volunteering opportunities across the charity and raise awareness of the services and support available for young people.



IV Coordinators Kirsty and Frank had a great time with a spot on Chatham's local radio show 'Radio Sunlight'. They did a fantastic job of raising the profile of YLF's services and the need for more volunteers in Medway.

The IV service ended the quarter with an additional 11 Volunteers who are now in our safer recruitment process, this is a very positive increase on the first quarter and we look forward to matching with young people soon.



Whilst at the Folkstone and Hythe Careers fair we were fortunate enough to run into Dylan Jeffery the Deputy Cabinet Member for Integrated Children's services.



Aliyah's first 3 months

The end of this quarter also marks the first 3 months of our Care leaver apprentice Aliyah's employment with us.

Aliyah has been very busy shadowing our IV team and undertaking lots of initial training. She has completed some fantastic individual pieces of work, as well as some excellent group work alongside our other apprentices across YLF services.



"The last 3 months working at the YLF has made me realise that my distant dreams are actually very possible and within my reach. I have received a wide range of support to equip me into the working world and my manager including the team have invested time and patience to teach me the skills required to remain in the working world for example, keeping a calendar, using a range of tools to improve my structural skills and the quality of my work. They have been supportive and have had empathy for what is currently happening in my personal life (return of my son into my care and how this will affect my personal and work life). In addition, they've also allowed me to gain experience not only from behind the screen but also at interviews, events as well as job shadowing interviews and training. It has been very fun and I have enjoyed every minute of it, I love getting better at something I am passionate about. I love learning new skills and feeling good when I've accomplished the tasks to a good standard. I love the personalities in the office and learn so much from each one of them. It feels so natural to be around people who share the same interest and passion – definitely feel like this is where I belong and my only regret is that I didn't start sooner!"

"I never understood how to use excel, but it's one of my favourite programmes to use – it helps me to work through things and put them into categories, colour code stuff and in so many other ways"

"I have received training for safeguarding, GDPR for example and also have been given access to a website to be able to complete free courses and earn certificates which will grow my confidence and knowledge in many areas. I have always wanted a job which would encourage learning and give us the resources to flourish by learning whilst also working and this job has given me exactly that."

"I've also discovered hidden talents and things I am good at but never knew. I have never thought of myself to be creative or artsy until I was introduced to Canva and encouraged to create a booklet for care leavers and the team were really impressed by it. I later got given the task to create a post card to include in our care leavers packs and also leaflets for our young people about the IV service that we offer. This has allowed me to tap into my creative side and it's something I genuinely enjoy doing."

Aliyah's first 3 months continued ...

Prior to joining the YLF I was never involved with the community and did little activities outside as I was always indoors. I've learned so much about what the community offers, what's out there in the real world by researching things for work, it's even given me ideas of activities to do with my son and with my friends. I realise now that there is so much fun out there to experience"

"I feel that the YLF is not only moulding me into an adult with independence and life skills. But into the person who I am supposed to be. Every week I feel as though I have grown a little bit as a person, emotionally, mentally and scholastically. They have truly invested so much in me and I am keen to make the most out of my apprenticeship by accumulating as much skills and knowledge that they invest in me. I have always had an inner drive to work with vulnerable people in society, even before I went into care. Even before I had a diagnosis or went through the system and experienced injustice. The tools that they are investing in me will allow me to free myself from the past and to also to make connections with those who acknowledge that some things need to be changed and to make these changes happen in the right way.

My goal would be to one day raise awareness to systematic failings and to campaign for political and legal changes to be made, articles to be amended, and for vulnerable people to receive the support they deserve, and to have a voice equal to those who are making the rules."



Aliyah will continue to work closely with the YLF team building on her portfolio of skills.

Aliyah also has a keen interest in advocacy and the rights of care experienced young people, she is currently supporting our advocacy service to write young people's easy read policies which we will be publishing soon!



Voice of Young People



DURING THIS QUARTER TWO TEAMS OF YLF STAFF SET OUT ON A MISSION TO MEET WITH CARE EXPERIENCED YOUNG PEOPLE AND START THE VERY EXCITING CO-PRODUCTION OF OF OUR NEW SERVICE RESOURCES, INCLUDING OUR YOUNG PEOPLE'S WEBSITE PAGES AND SERVICE MATERIALS.



THE TEAM HELD PARTICIPATION WORKSHOPS WITH 32 CARE EXPERIENCED YOUNG PEOPLE OF DIFFERENT AGES. AFTER SOME FUN ICE BREAKERS, YOUNG PEOPLE REVIEWED OUR EXISTING LEAFLETS AND DISCUSSED THE THE STRENGTHS AND WEAKNESSES OF THE MATERIALS AND HOW THEY FELT WE COULD IMPROVE THEM.

- Need more colour and detail.
- Pictures are too generic
- It's small and doesn't tell much
- Fact about what you get need to be more clear
- more stories

I like the
Picturles

~~then~~ vulnerable adults
Why do they have
some scars on some
but not others

make the background
better

The drawings
cannot be
the same colour
as the title
and the about
worder will
it make
it more
clear

I like
the Colours!
and the
it can
be a
little more
clear

Boring pictures
How staying safe
colours are nice

Someones
thought
children and
young people
are that in danger
they should be....

More information for
the info that
said this should
not happen if it
was not for people
you can talk to
for help should
be in contact.

more info about
what it all means
and what
not to do

Don't
say things
about

Advocacy Leaflet Feedback

Positives	Improvements
- Good colours, some YP work more variety	- online + leaflet needed
- It isn't just a solid background	- more animated pictures
- bold titles are good	- more child friendly language
- contact info is good	- link to social media needed
	- 2 leaflets - one for older & one for younger.

• BOOK • good

• staying safe

• long

I would like more examples -
34,000 voluntary hours given per year -
3,500 vulnerable people supported each year -
Looking after children -
I like that you help children and adults
I want you to change the picture
I would like you to add more stories.
I want you to add sense too

Voice of Young People Consultation

Young people went on to take part in votes based on some of the great ideas and suggestions they had raised during the consultation.

63%

would prefer to go online for information rather than pick up a leaflet.

37%

would prefer a leaflet rather than going online. (Some children here stated that they had limited internet time at home)



A total of 32 young people took part in the vote

71%

would prefer to have a booklet explaining **ALL** of YLFs services with simple indicators about how to access them.

97%

want the website to have videos and audio description for each service.

“I want to see it not read it”
“Videos are easier to understand”

Conclusion and actions based on feedback.

The participation workshop was a great success with the young people stating that they would be keen for YLF to return and share the changes made as a result of this consultation

Moving forward we have identified these key actions to develop and improve our media and resources -

Look into the potential for use of cartoons or animated "characters" that our young people can engage with and in some cases relate to. Potential "comic strip in the leaflets showing process.

Adapt our language used to better communicate with our target audience with clear descriptors.

Adapt a booklet including all of YLF's services with success stories and clear links to the website and Social Media pages.

An option on the YLF Website home page for Young people leading to a page in which all the young people services can be displayed with clear language and images to help them find the right service for them.

YLF videos for each service (5-min introductions) explaining what the service does.

Text to speech option on website for those that struggle to read.

We will use this valuable feedback from the consultation to improve our resources and accessibility to our services for all eligible children and young people

Feedback from Professionals



"I just wanted to feedback how impressed I have been with your work with A. You could not have been a more perfect match for him and this arrangement has worked so well. I know that Hannah echoes my views and I was really heartened to hear from Kirsty that you may be able to offer something to A post 18 if he would like this and I think that would be brilliant.

You may never know how much you have helped A, but for him to be as independent as he is now on public transport was unthinkable a year or so ago. The impact of your work with A shines through some of the changes he has made. It is all the more enriched due to your shared love of warhammer. I know that A really values having you as his independent visitor/Mentor.

On behalf of A in my capacity as IRO I want to thank you so much."



IV Team Feedback



OUR IV VOLUNTEERS PROVIDED SOME LOVELY FEEDBACK ABOUT OUR NEW IV COORDINATOR KIRSTY, WHO RECENTLY COMPLETED HER INDUCTION.



"I've had several interactions with Kirsty & found her positive, professional & honest on each occasion.

She went the "extra mile" for me, by delivering my young person's Christmas present to my home address in person; which I found extremely conscientious & for which I was truly grateful for.

What I do get from Kirsty; is someone who is genuine; someone who has a lovely positive energy about her; as well as someone who realises how important it is for us volunteers to be recognised, valued & appreciated. For me; having that reassurance & to be told what I do is making a difference; makes it all so very worthwhile doing."

"Just wanted you to know what a real asset Kirsty is to the team. She is always prompt in her reply to any queries. She is thoughtful about our well being too. She is approachable and very pleasant."

"Kirsty is fab. She's very available and proactive in engaging with us, she comes across as really knowledgeable, experienced and has a marvelous manner.

From my perspective, I can't imagine a better person for the role and when I've had questions for her, she's given me great support and it felt like she would always find the time to help.

"I fully endorse Kirsty becoming a permanent member of the team at YLF. I have had significant contact with her because of the difficulties with my young person's case, and throughout that time I have found Kirsty to be most helpful, very reliable, and extremely supportive and conscientious. Kirsty is confident without being overbearing, she communicates well, and she is someone I have confidence in."

You and her make a great team in liaising with her and it's given me a great respect for all the work you put in with a lot of good will, ideas and energy."



A positive match and outcome - Craig and Ben

ACTIVE ARRANGEMENT

Craig has been Ben's Independent Visitor for over 6 years and they have built up an extremely strong relationship during that time. Due to difficult circumstances in Ben's placement, he and Craig were unable to meet and lost contact for a number of months. Despite this Craig remained focused on what was best for Ben and tried his hardest to ensure that his voice and feelings were heard even if they weren't seeing each other.

Craig remained in contact with us and continued to keep us updated on the times and dates that he would be available should Ben be able to meet with him. After some time, effort and collaboration with the social worker team we were finally able to organise a reunion visit. Craig and Ben had lovely time reconnecting and Ben said 'it was the best time I've had in months'.



A positive match and outcome - Bobby and Grace

We received an email enquiry from a social worker about an independent visitor for Bobby on 30th January, we replied the same day providing answers to all of the questions about it and the referral was received the following day.

We got to work on looking at the volunteers that we had becoming available that may be a good match for Bobby and his needs. We were able to identify that Grace may be a good match and spoke to her about it on 6th February when she agreed that she would like to work with Bobby and when we asked her what she'd like us to tell Bobby about her she asked us to tell him that she had chickens and a goat and would love to take him to visit every farm in the area.

We spoke to Bobby's carer on that day who advised that 14th February would be a good day to go and visit to speak to him about the service and find out the type of things that he may like to do during his time with Grace.

When we went to visit Bobby he was very excited about the fact that he was going to have some time out without his younger sister and the message that Grace had asked us to pass on. His big question was whether or not he'd get to feed all of the animals at the farms.

2 weeks later on 27th February Bobby, who hadn't forgotten, got to ask Grace herself about feeding the animals when we went to visit for their match meeting. Grace shared photos of the chickens and goat and agreed that Bobby would be able to feed some of the animals when they go out on their visits. During the meeting Bobby was proud to show Grace his homework and reading books and they are planning to do lots of exciting activities from flying kites to crabbing, trampolining and of course those all important visits to the farms.

The whole process from referral to match meeting took only 27 days and we are confident that Grace and Bobby are going to have an amazing relationship.