

Get it Sorted

Providing Effective
Advocacy Services
for Children and
Young People Making
a Complaint under
the Children Act 1989

Consultation Response Form

CLOSING DATE FOR THIS
CONSULTATION IS 31/12/2003
Your comments must reach us
by that date.

department for

education and skills

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Note when completing electronically: Use: – **tab** key, **only** to access input boxes;
– **scroll** bar to navigate the form;
– **mouse** to access hyperlink.

The information you send to us may need to be passed to colleagues within the Department for Education and Skills and/or published in a summary of responses received in response to this consultation. We will assume that you are content for us to do this, and that if you are replying by e-mail, your consent overrides any confidentiality disclaimer that is generated by your organisation's IT system, unless you specifically include a request to the contrary in the main text of your submission to us.

The Working Group may, in accordance with the Code of Practice on Access to Government Information, make available on public request, individual consultation responses. This will extend to your comments unless you inform us that you wish them to remain confidential.

Please insert 'X' if you want us to keep your response confidential

Name

Organisation (if applicable)

Address

If your enquiry is related to the policy content of the consultation you can contact:

Telephone: **020 7972 4237**

E-mail: **advocacyconsultation@doh.gsi.gov.uk**

Please insert 'X' in **one** of the following boxes that best describes you as a respondent.

- | | |
|---|---|
| <input type="checkbox"/> Local Authorities | <input type="checkbox"/> Voluntary Organisations |
| <input type="checkbox"/> Advocacy Organisations | <input type="checkbox"/> Complaints Officers |
| <input type="checkbox"/> Advocates | <input type="checkbox"/> Children's Rights Officers |
| <input type="checkbox"/> Listening to Children Officers | <input type="checkbox"/> Children and Young People |
| <input type="checkbox"/> Children Leaving Care Officers | |
| <input type="checkbox"/> Other (please specify) | |

Question 1

Do you agree with the explanation of advocacy services in the context of complaints?

Agree

Disagree

Not Sure

Comments:

Question 2

Do you agree that this is the role of the children’s complaints officer or equivalent officer?

Do they have other responsibilities in relation to children’s complaints?

Agree

Disagree

Not Sure

If no what is not clear?

Question 3

Do you think the guidance is sufficiently clear about choice for the child and young person?

Yes

No

Not Sure

If not, what is not clear?

Question 4

Is the 14 day timescale practicable for an informal resolution stage for complaints in terms of appointing an advocate to help the child through this stage?

Yes

No

Not Sure

Comments:

Question 5

Do you think that the role of the advocate in the complaints procedure is clear?

Yes

No

Not Sure

If not, what needs to be clarified?

Question 6

Do you agree with this list of people who should not act as an advocate to the child?

Are there any others?

Agree

Disagree

Not Sure

Comments:

Question 7

Do you consider that the guidance provides appropriate levels of independence for advocacy and children’s rights services?

Yes

No

Not Sure

Comments:

Question 8

Do you agree that there could be conflicts of interest when advocacy services are provided by voluntary organisations who also provide other complaints handling services to the local authority?
How could potential conflicts of interest best be avoided and managed?

Agree

Disagree

Not Sure

Comments:

Question 9

Do you agree with the guidance for reviewing and monitoring the provision of advocacy services?

Agree

Disagree

Not Sure

Comments:

Question 10

Is the draft guidance clear? If not, where does it need to be clarified?

Yes

No

Not Sure

Comments:

Thank you for taking the time to let us have your views. We do not intend to acknowledge individual responses unless you tick the box below.

Please acknowledge this reply

Code of Practice on written consultation

All UK national public consultations are required to conform to the following standards:

1. Timing of consultation should be built into the planning process for a policy (including legislation) or service from the start, so that it has the best prospect of improving the proposals concerned, and so that sufficient time is left at each stage.
2. It should be clear who is being consulted, about what questions, in what timescale and for what purpose.
3. A consultation document should be as simple and concise as possible. It should include a summary, in two pages at most, of the main questions it seeks views on. It should make it as easy as possible for readers to respond, make contact or complain.
4. Documents should be made widely available, with the fullest use of electronic means (though not to the exclusion of others), and effectively drawn to the attention of all interested groups and individuals.
5. Sufficient time should be allowed for considered responses from all groups with an interest. Twelve weeks should be the standard minimum period for a consultation.
6. Responses should be carefully and open-mindedly analysed, and the results made widely available, with an account of the views expressed, and the reasons for decisions finally taken.
7. Departments should monitor and evaluate consultations, designating a consultation co-ordinator who will ensure the lessons are disseminated.

Thank you for taking the time to respond to this consultation

Completed questionnaires and other responses should be sent to the address shown below by 31 December 2003.

Send by post to: **Barbara Herts, Children's Participation Co-ordinator,
Department for Education and Skills, Room 114, Wellington House,
133-155 Waterloo Road, London SE1 8UG**

Responses and comments can be sent via e-mail to: advocacyconsultation@doh.gsi.gov.uk