



FEEDBACK

From children and young people

Members of the Family Justice Young People's Board have developed some top tips on obtaining **FEEDBACK** from children and young people to help improve your service.

WHY IS FEEDBACK IMPORTANT?



"If you don't ask us, how else are you going to know that your service is effective for children and young people?"

FJYPB member

Feedback gives us a **VOICE** in service development and about what works and doesn't work for us.

It is important that you understand what we need from your service.

All feedback we give, whether good or bad, helps you provide the best service.

It keeps you and your service **FRESH** and focused on what helps us the most.

It helps you to tailor your service to meet the unique needs of each child and young person.

It helps you to understand what can be done to improve your service.

If we can see that you value our feedback it can build trust between us and we will feel like you care about our opinions and experiences.

HOW TO GET FEEDBACK?

Members of the FJYPB offer the following suggestions on how to get feedback from children and young people.

Children and young people are all different and have diverse needs. Make sure you have different options available. **DON'T** limit the methods of feedback available to us.

Be creative. Children and young people live in an electronic world. Make use of this, but also remember some children and young people may want to give written or verbal feedback.

Ensure children and young people know how to feedback. All staff should explain this to them and ensure they have the form, telephone number or links.

Have forms **EASILY** available on your website using child friendly language and images. Consider using tick boxes, emoji's, scales (1-10) and text boxes.

Send surveys via email, text, WhatsApp or letters directly to children and young people.

When you visit us, ask if we would like to be contacted by phone to give feedback.

Have some feedback displays in offices – encouraging children to add comments.

Peer feedback - ask the FJYPB members to contact the children and young people for feedback.

It is also important to think about **WHEN** to collect feedback. This of course is dependent on the needs of the children and young people, but the FJYPB members have made the following suggestions.

Think about the best time to take feedback, not all of us will want to give feedback at the same stage in our proceedings.

Make us aware that we can ask other people to help us give feedback e.g. a teacher at school.

In all letters you send us, tell us that feedback is really important and how to give you feedback.

You should provide information about giving feedback at every visit so we have a choice.

Give **OPTIONS** for providing feedback:

- At the start, during and at end of your involvement.
- Within a few days of proceedings finishing.
- 6-12 months after proceeding have closed. This will give child(ren) the opportunity to reflect on the support they received and the long-term difference it made.

WHAT SHOULD YOU DO WITH THE FEEDBACK?

It is important that people feel valued by your service and that their opinion and feedback matters, so here are some suggestions on what to do with the feedback you receive.

Welcome all feedback whether it is positive or negative.

Senior leaders and people working in the family courts need to see the feedback and what you have done about it.

Take it seriously. Keep **FRESH** with the needs of those you support.

Collate and review all feedback and identify any common themes. Think about what changes you will make and make them.

Share our feedback with all of your staff. Make them aware of any common themes and the comments that are personal to them and about the service.

Consider themes that might be specific to a team or local area. Identify what you will do about this.

Use our feedback and direct quotes in staff inductions and training, your website and annual reports.

Always **ACT** on feedback even if this is to say you can't do what is asked. If that is the case, tell us why.

Before you make any changes to your service review the feedback you have received.

YOU SAID, WE DID. By displaying the feedback received in your local offices and on your website and also information about how you have responded you will build trust, encourage more feedback, show that you value children and young people's views, and that you are willing to make changes to how you do things.

