



Developing Draft National Standards for Children's Social Services informed by the lived experience of children and young people

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Health Information and Quality Authority

HIQA is an independent organisation with the legal power and responsibility for improving the quality, safety and value of health and social care services.

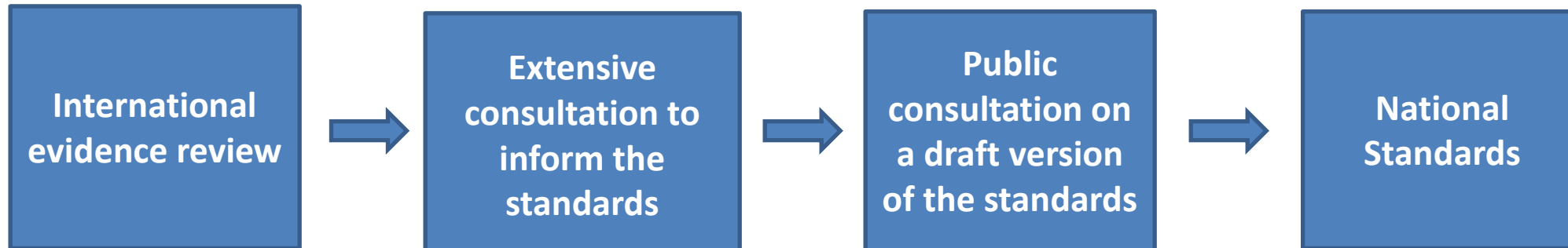
HIQA is responsible for:

- setting nationally mandated standards,
- monitoring and inspecting services,
- providing guidance on health information,
- carrying out health technology assessments,
- carrying out national service user experience surveys.

How we develop standards



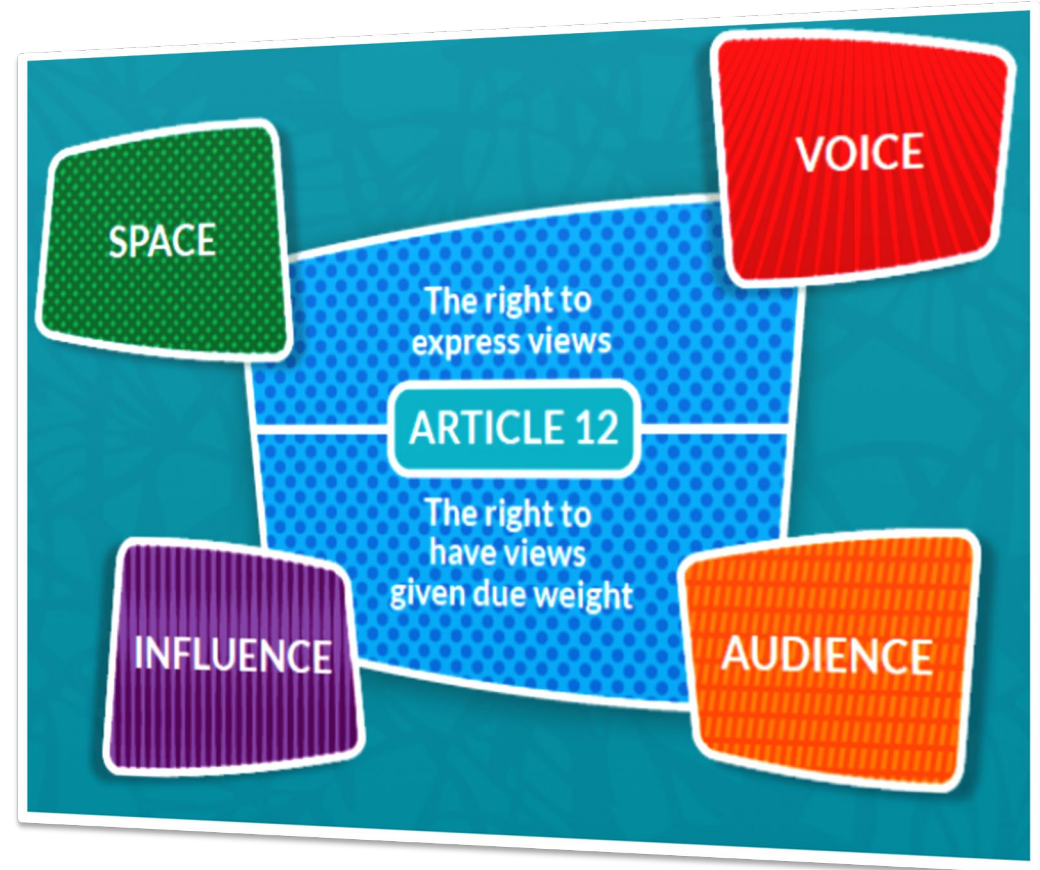
Involving people with experience of planning, delivering and receiving services at all stages



Total timeframe: 18 – 24 months

How we involved children and young people

- We worked in partnership with staff across a wide range of children's social services to hear the views and experiences of children and young people
- We worked creatively to hear the voices of **48** children aged between 3 and 23 years of age about what's important to them when they are using a service
- We used Lundy's Model of Participation to make sure children had space, voice, audience and influence
- We also met with over 300 parents, family members, foster carers, advocates, staff and policy makers to inform the standards



Lundy's Model of Participation (Lundy, 2007)

What we heard



Principle 1: A Children's Rights-based Approach

Standard 1.1

The outcome a child should expect

I am respected, valued and listened to by the staff in the services I use and they work in a way that upholds my rights.

What a service provider must do to achieve this

The service provider has arrangements in place to ensure the rights of children, as set out in the United Nation Convention on the Rights of the Child, are protected, promoted and upheld when they are using the service.

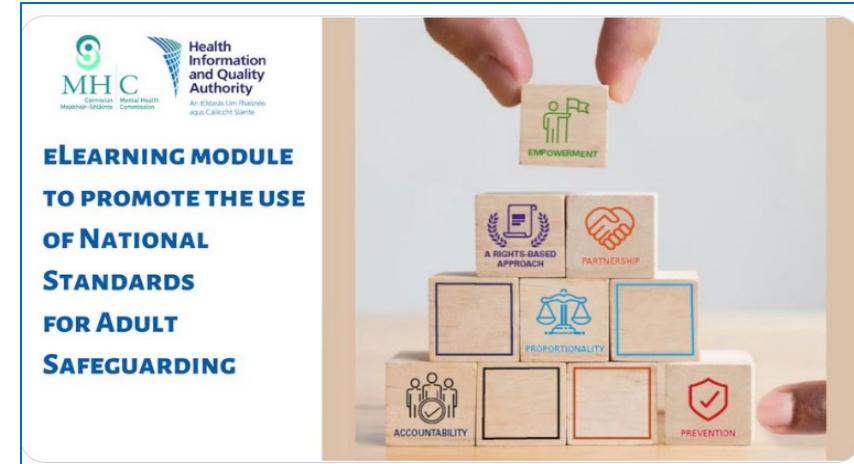
Supporting staff to implement standards



[Safeguarding animation](#)

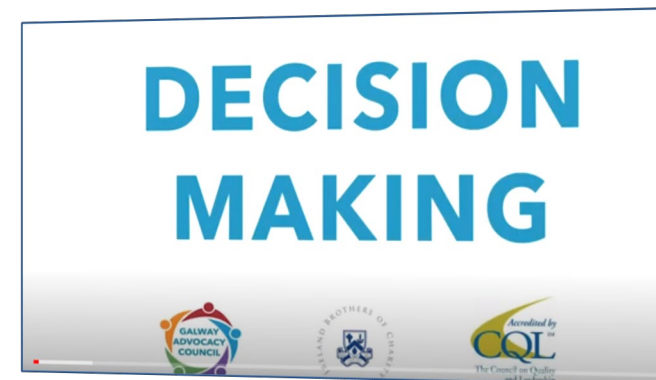


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