

Participation Leads Forum

Regulation 7

the children's views, wishes & feelings standard



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The **children's views, wishes and feelings** standard is that children **receive care from staff** who—

(a) develop **positive relationships** with them;

(b) **engage** with them; and

(c) **take their views, wishes and feelings into account** in relation to matters affecting the children's care and welfare and their lives.



Registered person ensures staff

- i. **ascertain and consider** each child's views, wishes and feelings, and **balance** these against what they **judge** to be in the child's **best interests when making decisions** about the child's care and welfare;
- ii. **help** each child to **express** views, wishes and feelings;
- iii. **help** each child to **understand** how the child's views, wishes and feelings have been taken into account and **give the child reasons for decisions** in relation to the child;
- iv. **regularly consult** children, and seek their feedback, about the **quality** of the home's care;
- v. **help** each child to **understand** how the child's **privacy** will be respected and the circumstances when it may have to be limited;
- vi. **help** each child to **prepare for any review** of the child's relevant plans and to make the child's views, wishes and feelings known for the purposes of that review; and
- vii. **make** each child **aware** of and, if necessary, remind them of each of the matters in *the children's guide, complaints process and their access to advocacy*

Article 3 UNCRC – Best interests

1. **In all actions** concerning children, whether undertaken by public or private **social welfare institutions**, courts of law, administrative authorities or legislative bodies, the **best interests of the child shall be a primary consideration**.
2. States Parties undertake to **ensure the child such protection and care** as is necessary for his or her **well-being**, taking into account the rights and duties of his or her **parents, legal guardians**, or other individuals legally responsible for him or her, and, to this end, shall take all appropriate legislative and administrative measures.
3. States Parties shall ensure that the **institutions, services and facilities responsible for the care or protection of children** shall **conform to the standards** established by competent authorities, particularly in the areas of **safety, health, in the number and suitability of their staff, as well as competent supervision**

Registered person ensures each child

- i. is **enabled to provide feedback** to, and raise issues with, a relevant person **about the support and services** that the child receives;
- ii. has **access** to the home's **children's guide**, and the home's **complaints procedure**, when the child's placement in the home is agreed and throughout the child's stay in the home; and
- iii. is given appropriate **advocacy** support;



Registered person – children's guide and complaints

- keeps the **children's guide** and the **home's complaints procedure** under review and **seek children's comments before** revising either document;



Registered person **when children arrive...**

ensures that **an explanation is given** to each child as soon as reasonably practicable after the **child's arrival** about—

- i. the **children's guide**;
- ii. how to make a **complaint or representations** in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and
- iii. what **advocacy support** or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision; and

Registered person and decisions about care

ensures that the **views of each 'relevant person'** (*any person, body or organisation that the registered person considers to be relevant in relation to the care, protection or safeguarding of a particular child in all the circumstances*) are taken into account, so far as reasonably practicable, **before making a decision** about the care or welfare of a child.

