

Feedback Strategy Overview

Our ambition and commitment is to listen, learn from, and then improve our work with children and families.

At Cafcass we are committed to learning and changing in response to the experiences of and feedback from children and families. We believe that unless we prioritise the importance of learning from how others experience us – and in particular children, we will find it harder to change and to improve. Our Cafcass strategy and our associate national improvement plan sets out our clear ambition in relation to learning from feedback so that we can “**Demonstrate the use of child and family feedback in practice change and improvement**”.



We have been developing over the last two years, our new practice framework, **Together with children and families**. The most important aspect of the framework is that it prioritises the importance of making meaningful relationships. We want to establish trust in our work and show a strong commitment to making sure that we listen respectfully. We also want to share our thinking with families and with children about what we have understood their experiences, wishes and feelings to be. Our new framework prioritises the importance of explaining how our recommendations to the family court promote the safety and best interests of all children in proceedings. **Together** commits us to understanding **what life is like for the children with whom we work** and asking them what we did well and what we could have done differently.

There are 4 key areas of work that underpins our Feedback Strategy:



1. We routinely seek feedback from children and families

Through standard feedback forms for children, adults and professionals. We also use Introductory letters when we first meet children to let them know that we would value their feedback throughout our work with them, right through until we send our goodbye letters. **Everyone has the opportunity to provide feedback, we are committed to seeking feedback, listening to it, thinking about what it means and acting on it to drive our improvement work.**

2. Conversations with children and families as part of our audit process

Conversations with children, families and other professionals when we audit our work as part of our quality assurance process. This is to increase our understanding of how we are experienced and to hear directly about the quality of our work and the difference it is making, including where this needs to improve.



3. Direct feedback from children

Through our direct work with children, and our freephone feedback line, **Hear to Listen**, to enable a child to share their experiences at the end of proceedings. We also use complaints from adults and children as a form of feedback and learning.

4. Listen and Learn conversations

In depth conversations with children and families, using a restorative approach, when their experiences indicate this would be helpful. We aim to understand more about the things children and families felt we didn't do well enough and committing to doing better.

