

The Children's Views, Wishes, and Feelings Standard

Encouraging young people to express concerns about the impact of parking on their home life.

Overview

Children must feel safe and supported to speak up. They must know their voice will be heard – and that it matters.

This standard ensures that:

- ✓ Children are **actively listened to**.
- ✓ Their **views influence their care**.
- ✓ They have the support to speak up, even when it's hard.
- ✓ They know how to **raise concerns or make complaints**.

What Good Practice Looks Like?



For all staff

- ✓ Build **trusting relationships** with children.
- ✓ Regularly **ask for their views and feedback**.
- ✓ Explain decisions **clearly and respectfully**.
- ✓ Promote **privacy and dignity**, while being open about when these might be overridden for safety.



What the Responsible Individual Must Do

- ✓ Visit children regularly and listen to their feedback directly.
- ✓ Ensure advocacy support is available and independently reviewed.
- ✓ Oversee how well the home captures and uses children's feedback.
- ✓ Monitor complaint trends and how they're addressed.



What the Registered Manager Must Do

- ✓ Create a **culture of active listening**.
- ✓ Ensure **consultation opportunities** are in place – like meetings, one-to-one check-ins, or anonymous feedback.
- ✓ Make sure all children understand:
 - Their **rights**
 - How to **make a complaint**
 - How decisions are made
- ✓ Train staff on **child participation and respectful communication**.
- ✓ Ensure children's guides are up-to-date and explained on arrival.



What Staff Must Do

- ✓ **Encourage and support** children to express their thoughts.
- ✓ Actively listen and **respond with care and clarity**.
- ✓ Help them access **advocacy services** when needed.
- ✓ Be honest when decisions differ from what the child wants – and explain why.
- ✓ Reinforce a **safe, inclusive space** where every child feels seen and heard.



Staff Development

- ✓ Training on **active listening and communication**
- ✓ Understanding **child rights and advocacy**
- ✓ Techniques for **child-friendly consultation**
- ✓ Practice responding to **complaints and concerns**



Inspection Preparation

Inspectors will ask:

- ✓ **Do children feel listened to?**
- ✓ **Can they explain how their views were taken into account?**
- ✓ **Have staff adapted care based on children's feedback?**
- ✓ **Prepare for independent living and future placements.**