



---

## Be Heard Young People's Panel

### **Views about giving inspectors their views via the telephone**

Roger Morgan, Children's Rights Director for England

January 2013

---

## Contents

---

Introduction .....	3
Ofsted inspectors check how well you are being looked after. They have an idea to get children's views by phone. Is this a good idea? Why? .....	4

## Introduction

---

The Be Heard Young People's Panel was established in 2005 by the Office of the Children's Rights Director for England as a way of empowering young people to have a say about things that matter to them by using modern methods and technology that they are comfortable with to engage them in the consultation process.

Membership of the Panel is voluntary and open to any young person who is within the remit of the Children's Rights Director ie those who live away from home in children's homes, foster homes, boarding schools, residential special schools, further education colleges, residential family centres and those who are receiving social care support either at home or as independent care leavers.

As a virtual panel, members receive a weekly question either by mobile phone text or email and feed in their views via cyberspace. Responses are quick, straight to the point, honest and insightful.

The Be Heard Panel has been utilised by many and continues to shape the future for children cared for away from home. I sincerely hope that you find the views expressed in this report illuminating and helpful to your work.

**Dr Roger Morgan OBE**  
Children's Rights Director for England  
Ofsted  
Aviation House  
125 Kingsway  
London  
WC2B 6SE

Telephone: 03000 131 291



## BeHeard Panel Responses

---

### Question

***Ofsted inspectors check how well you are being looked after. They have an idea to get children's views by phone. Is this a good idea? Why?***

Date Asked: 07/12/2012

---

### Responses – 35 received

***Young Person aged 15, Boarding School***

Yeah I think so cos they are always using their phones.

***Young Person aged 16, Boarding School***

Yeah cos it's private.

***Young Person aged 18, Boarding School***

I think it requires a group conversation face to face, as it creates discussion sufficient to get points across.

***Young Person aged 18, Boarding School***

Yes.

***Young Person aged 16, Boarding School***

No because they are very personal parts of someone's life! And they do not show how you are being looked after.

***Young Person aged 15, Children's home***

No. They should talk face to face to young people, it helps children express something more if there is an issue.

***Young Person aged 18, Children's home***

Yes. The more avenues of contact the better, plus most children and adults nowadays are addicted to their phone.

***Young Person aged 13, Children's home***

Yes it is a good idea because they don't always have to come out to the home and talk they can talk ova da phone and its much easier

***Young Person aged 15, Children's home***

Yes and no: yes because it saves them travelling and not always asking everyone because they're not there; no because some children may not reply, which would just be a waste of credit.

***Young Person aged 17, Children's home***

If it was by text then yes as it's particular to the target population. However young people may not say entirely what they want over the phone or via text.

***Young Person aged 18, Foster Carers***

Yes, because more people use their phone than write letters.

***Young Person aged 11, Foster Carers***

No because whoever is looking after them might not be taking proper care of them they might be telling them to say that everything is alright when it might not be

***Young Person aged 17, Foster Carers***

I don't think this is a good idea. It is not in a child's interest to evaluate how well they are being looked after and their well-being should certainly not be discussed by phone! I know, in my opinion, I would not want that!

***Young Person aged 16, Foster Carers***

I don't think that it is a good idea as many young people don't express themselves properly over the phone.

***Young Person aged 12, Foster Carers***

I do not think it is a good idea because if it is by phone children may be monitored and told not to say certain things.

***Young Person aged 11, Foster Carers***

It is a great idea, it's so easy to reach people!

***Young Person aged 16, Foster Carers***

I believe... that a survey by phone has the following facts: person is relaxed when asked (at home), good response rate, interviewer can influence the sample unit, can ask lots of questions. If phone is chosen, then in my opinion, I would say it's a good idea, bearing in mind that all sample types should be considered. So the answer is yes in my opinion. A pilot survey is needed comparing non phone results. Phone at different times of day to different units like morning v evening. I would be happy to answer any questions Ofsted had. Surveys help only if people are honest. How do we know what they are doing while on the phone to Ofsted. Other people are in the room might influence response, Ofsted 'random' might be scary, male v female.

***Young Person aged 16, Foster Carers***

Yes it is a good idea because children will have more confidence when they are talking on the phone.

***Young Person aged 18, Foster Carers***

No coz some people will not speak to them.

***Young Person aged 16, Foster Carers***

I guess so, I'm not sure why.

***Young Person aged 16, Foster Carers***

No because they could just lie, as a carer may be in the room. And they can't see how or where they are living. I think they need to do it in person one to one!

***Young Person aged 18, Foster Carers***

Yes, most young people have a mobile and feel they are usually accessible through this :)

***Young Person aged 12, Adoptive Parents***

Yes I think this is a very good idea and I think this because Ofsted can get the children's views directly and hear it from them and not anyone else and also by phone some children can express themselves more than they can by writing things down or answering questions on paper.

***Young Person aged 17, Adoptive Parents***

I personally do not like this idea, although it has its ups and downs there is always the chance that children could lie. This would also be limited to whether the child had a phone and whether the parent would allow them to use it. I think that face to face contact although less efficient will provide more truthful and reliable information, (this is just my view).

***Young Person aged 15, At Home with Help from SSD***

I believe this is a fantastic idea. It allows more children and a greater variety of children's views to be heard and saves time for Ofsted. I think that on the phone more people like me can open up about issues I find difficult to explain face to face.

***Young Person aged 16, At Home with Help from SSD***

To create a website and put set rules in the website. Put in surveys in the website for the child to do it but by username and password. Admin have to make their accounts for them.

***Young Person aged 17, At Home with Help from SSD***

Yes if you can arrange an appropriate time to speak confidentially.

***Young Person aged 23, Care Leaver***

Yes it's a good idea if that is the young person's choice.

***Young Person aged 20, Care Leaver***

Not really because some people will feel somehow if they are being randomly contacted by strangers it's best to send an email or do a questionnaire by post or at the social services with various young people present and or their social worker.

***Young Person aged 21, Care Leaver***

Yes because all students have phones and they're private.

***Young Person aged 20, Care Leaver***

I think it is a good idea as most children have access to phones now.

***Young Person aged 21, Care Leaver***

Face to face is best as phones can be monitored and tracked.

***Young Person aged 23, Care Leaver***

It depends on the topic. If the questions R sensitive then NO.

***Young Person aged 18, Care Leaver***

Yes because then it's private.

***Young Person aged 21, Care Leaver***

Yes it is a good idea because most children have phones.