

Action for Children

Children and Young People
supported by The City of London

Annual Survey
March 2018



Me and my Social Worker Robert

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The City of London – Survey Report

1. Introduction

During February and March 2018, Action for Children carried out the Annual Service User Survey among children and young people supported by the City of London Children's Services Teams. This year, the brief was extended to include Early Help as well as Children in Need, Looked After CYP & Care Leavers, as well as CP cases. It was also decided to capture some feedback for children under the age of 5, so a short questionnaire for parents/carers was also utilised.

The following tools were designed in collaboration with City of London:

- a. Questionnaire for Care Leavers
- b. Questionnaire for Children Looked After aged 10+
- c. Questionnaire for Children in Need aged 10+
- d. Questionnaire for Children on CP plans aged 10+
- e. A simplified pictorial questionnaire for children aged 5 – 9 from b. to d.
- f. A short questionnaire for parents/carers for children aged Under 5

The total number of children and young people eligible for the survey was 63. The total number of responses received was 37, making for a 58.7% response rate (compared with 68% in 2016 and 48.6% in 2015). The total may have been even higher if all contact details (especially telephone numbers) had been available. 2 young people requested interpreting support.

Overall, the preferred methods of responding were

Telephone interview	Postal survey (10+ questionnaire)	Postal survey (5-9 pictorial questionnaire)	Survey Monkey
22 = 59.4%	11 = 29.7%	3 = 8.1%	1 = 2.7%

By Category, the response rates were as follows

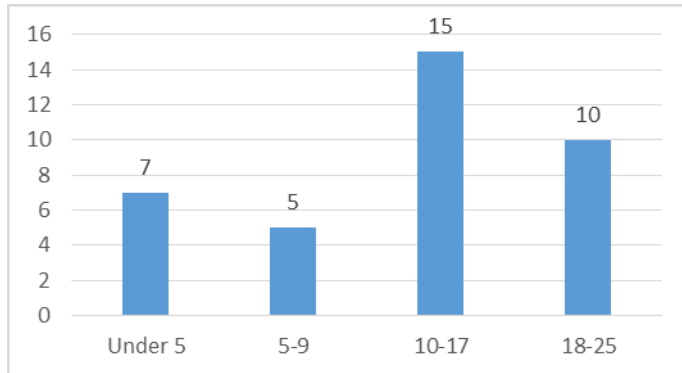
Care Leavers	Children Looked After	CiN	Children on CP plans	Parents/carers questionnaire (for EH)
9/17=52.9%	11/15=73.3%	11/18=61% (parental survey 8, CYP 3)	0/2= 0%	6/11=54.5%

2. Summary of Results

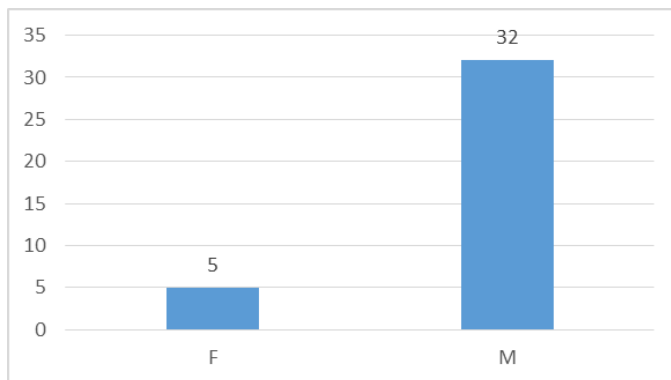
2.1 Statistics

The overall statistical information on the survey population (37 CYPs) is as follows:

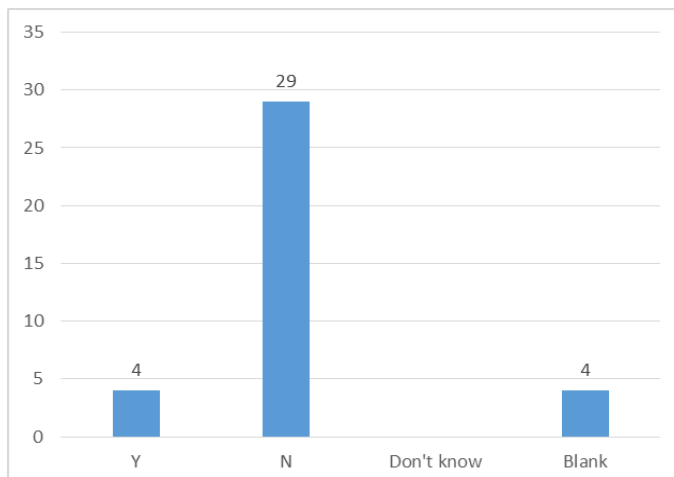
2.1.1 Age



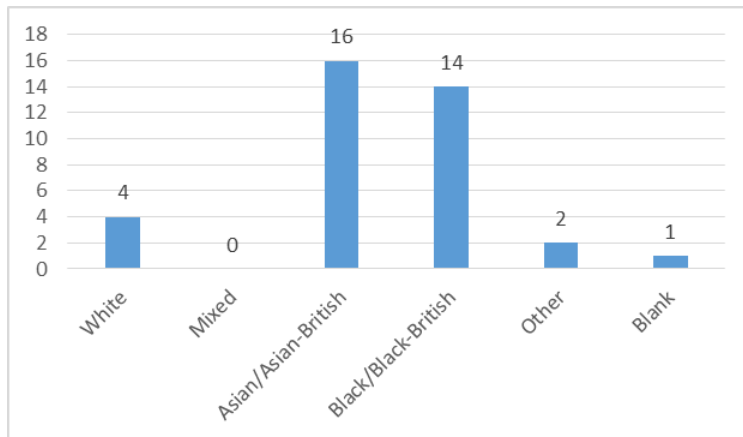
2.1.2 Gender



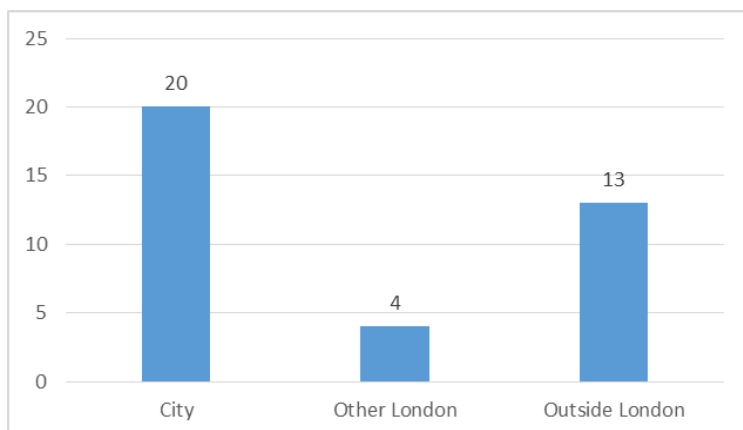
2.1.3 Disability



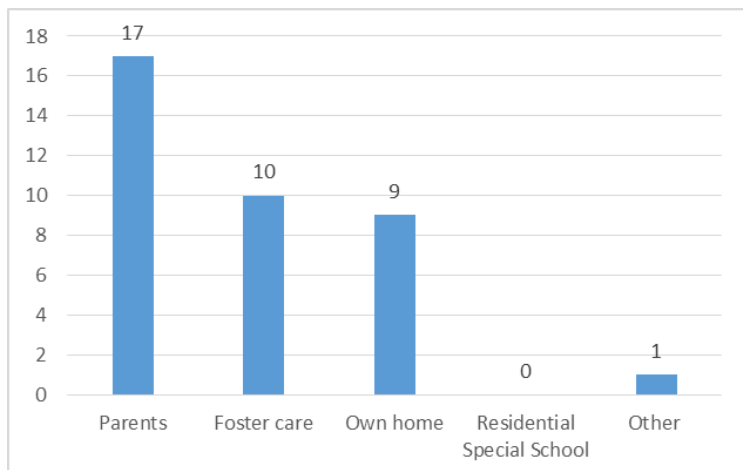
2.1.4 Ethnicity



2.1.5 Geographical placement



2.1.6 Type of placement



a. Children in Need and CP Plan (see Appendix 1, page 9)

This cohort has repeatedly proven to be the hardest to engage in the survey, and this year proved exceptionally difficult. In fact, out of the 18 CiN listed, 5 were under the age of 5. 3 young people aged 5+ completed the questionnaires and for another 8 children, the parents opted to answer a shortened survey themselves, saying things like, “You’ll never get him to fill in a questionnaire.” This gives a total of 11 out of 18 respondents, that is, 61% of service users.

Overall, the respondents were overwhelmingly positive about their social workers. They said they found them responsive, friendly and ‘very easy to talk to’ (87.5%). In the young children’s questionnaire, the respondents rated their social workers 1/10 and 9/10 demonstrating the contrasting experiences within families. Both children commented that they felt positive about being listened to by their social worker.

The young person who completed the longer questionnaire commented that the social worker explained why he visited but he (the YP) still did not understand what was happening. He did not understand what the meetings were about and his only qualifying comment was “I don’t want to be taken away from my family.”

Despite the mostly good relationships between families and social workers, half of the parents in this survey qualified this view with expressions of frustration about how effective the actual support is. 5 parents expressed that they needed urgent support with re-housing. Their main preoccupations were with problems around overcrowding, poor health, financial worries and being out of work. In terms of affecting change, this subgroup felt that social workers were powerless to provide the specific support they were looking for.

Overall, 75% of respondents commented that they got ‘a lot’ or ‘some’ support from their social workers. Parents appreciated the social workers’ input with things like ‘getting things for the children’, general advice (e.g. child’s school), help with filling in a Housing application, and someone to turn to when faced with a problem.

b. Looked After Children (See Appendix 2, page 12)

There were 11 responses in total (73.3% of the total compared with 72% in 2016). As in previous years, this category of young people expressed very high satisfaction levels with almost all aspects of their care. For example, 10 out of 11 respondents gave their social workers top marks. They (10/11) find their social worker easy to talk to and appear to feel well supported. They gave concrete examples of feeling listened to and generally having their needs met. For many, their social worker seems to be the ‘go to’ person with any concerns or problems.

As in previous years, the young people appear mostly (9/10) very happy in their placements, commenting on how carers offer emotional, practical and educational support. Several young people spoke of their carers with great warmth and affection. In fact, in the Care Leavers Survey, several young people mentioned their former foster carers as people who continue to be an important source of support indicating the strength of the bond and relationships built with carers over time. Foster carers were also singled out as a source of information on health (above GPs and social workers).

All respondents are in school or college and are happy with their education provision (50% rating it very good, the rest saying 'good' or 'ok'). The majority (8/10) feel their educational needs are fully or mostly met however, not having laptops was one issue that was raised by 3 respondents. Awareness of the Virtual Head teacher and knowing how to access the service has decreased compared with last year (71.4% in 2016 compared with 30% in 2018). This means that they may be missing out on a resource which the older care leavers highlighted as extremely important and helpful during their school/college years.

Young people know about the Children in Care Council and value the social network and support this offers. They also have a good awareness of the complaints procedure and how to access advocacy and, to a slightly lesser extent than in previous years, their IRO.

In the safeguarding section - compared with last year - there was an improvement both in the general sense of safety expressed and in terms of finding support if harmed or bullied. In fact, reassuringly, all respondents felt they had at least one person they could turn to if such crises were to arise.

c. **Care Leavers** (see Appendix 3, page 21)

The response rate for this category was 52.9% (compared with 69% in 2016 though numerically the cohort was the same size). In terms of feedback, the responses were remarkably consistent. For example, 100% of the sample find it easy to contact their social worker and 77% find their social worker 'very easy to talk to' (identical to the 2016 survey results). 66.6% say they get 'a lot of help' from their social worker (compared with 88.8% in 2016) and there was, in the narrative part of the survey, a great deal of appreciation of social workers who have given emotional and practical support (e.g. as the main person to turn to if harmed or bullied or, as a source of health information). Two respondents commented on the vital – even lifesaving - support they received at times of crises and in terms of not giving up (e.g. placement, college courses). Respondents (88.8%) felt appropriately consulted and listened to and 100% were helped to understand their life story (compared with 33% in 2016).

7 out of 9 young people are happy where they are living and many commented on the big amount of help they had received with moving into independent accommodation. Of those who are not, one is due to move shortly and the other is in a precarious situation (due to having 'no recourse to public funds') and is sofa surfing. Of those that still have carers, all expressed appreciation of the care received. In fact, several respondents reminisced with great fondness about their former foster carers and are still in touch with them (e.g. celebrating special occasions together). One young person raised the issue of needing greater permanency with regards to accommodation and another highlighted the difficulties in transitioning out of foster care, advising (with the benefit of hindsight), that all young people should be encouraged to remain in foster care for as long as possible.

Knowledge of The Pledge and their Pathway Plans remains relatively low (comparable with 2016) and may again be partly attributable to the fact that many respondents are in their 20s and in the process of detaching from social care.

More young people than in 2016 are currently in education or training and a very high percentage rate it as 'very good' (88.8%, compared with 55.5% in 2016). 100% said they knew how to contact the Virtual Head teacher and she was singled out for very high praise for her proactive, helpful approach. Several young people commented that they would like

more opportunities for work experience and apprenticeships and most appeared focussed and ambitious with regards to future careers.

CiCC meetings continue to be popular, even more so than in previous years. However, knowledge of the Complaints Procedure, the Advocacy Service and the role of the IRO have all decreased (again, possibly due to many respondents being in their 20s).

In terms of safeguarding, young people in this cohort feel uniformly safe in their environments and if harmed or bullied, most (66.6%) would have someone to turn to for support (e.g. their social worker or carer). However, 3 out of 9 would not know who to go to for support, making this a significant concern. Issues around vulnerability, isolation and loneliness were raised also in connection with not having enough contact with parents (100%) and wider families and, for example, having no one to share significant life events with (4/9).

In terms of health, most respondents felt sufficiently well informed and their primary source of information remained their social worker and GP (as in 2016).

With regards to leaving care, most young people feel well supported, with their primary concerns being money worries and planning for college/university. Anecdotally, money and how to make ends meet were a significant preoccupation with several respondents talking about the stress they experience navigating the benefits system.

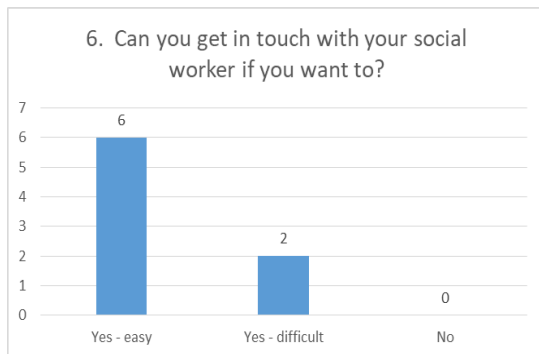
In terms of their future plans, most of the young people appeared motivated and hopeful. They were articulate in expressing their aspirations, making suggestions for improvements and expressing their gratitude for the support they received in getting ready for independence.

d. Early Help – Parental Questionnaire (See Appendix 4, page 37)

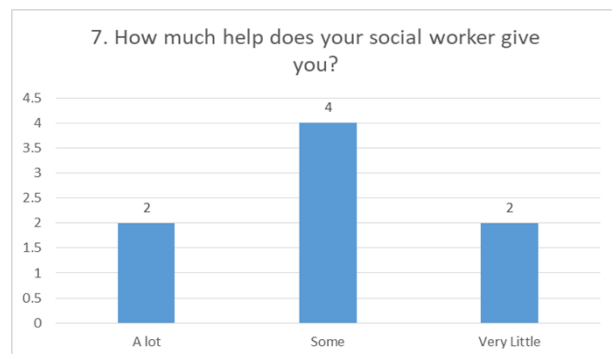
This year saw the inclusion of families receiving Early Help in the survey for the first time. Feedback was received on behalf of 6 out of the 11 eligible children/young people. Parents were generally very open and positive about being interviewed. Their feedback was consistently positive. For example, all of them said contact and communication with Support Workers was easy (e.g. 100% found it very easy to get in touch with their Support Worker). and they valued the support offered. They gave many and varied examples of the kind of interventions they found helpful and were particularly complimentary about the interpersonal qualities of the staff they worked with. They also gave some helpful suggestions about the service improvements (e.g. an updated resource list) and additional support needed (e.g. OT, speech therapy).

APPENDIX 1 Parents of Children in Need & Young Children in Need

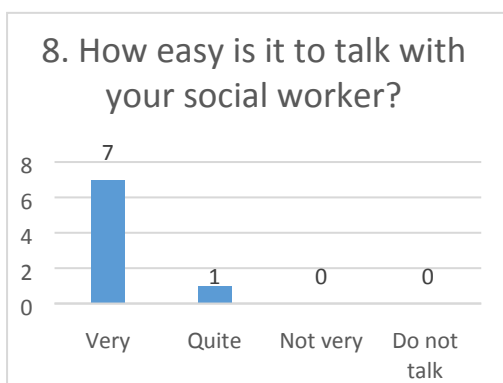
A. PARENTS OF CHILDREN IN NEED



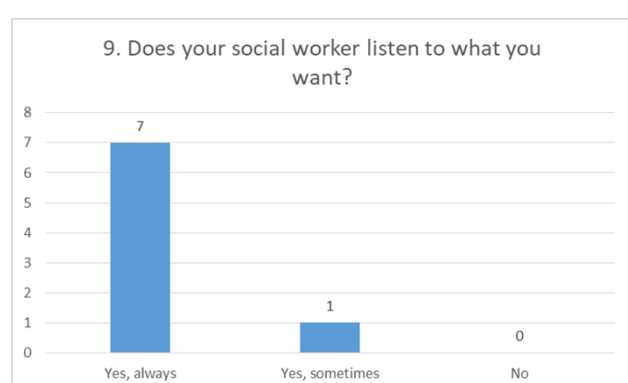
- “I call when I need her and she calls or texts about meetings.”
- “Yes and no. She works part-time and is not there when we call. But when I leave a message she gets back.”
- “I struggled and called for help but didn’t get it.”



- “She’s very helpful and does things for the children.”
- “It’s just talking, not helping. We’re overcrowded, 2 bedrooms with 4 children. And I feel lonely and scared in this neighbourhood. The children don’t like it here either.”
- “She just comes and looks at the baby. What’s the point? She couldn’t help us with finances. Though she is a nice lady.”
- “She’s really nice, I’ve got nothing against her personally but we’re not getting the support we need and deserve.”
- “I don’t need any help at the moment.”

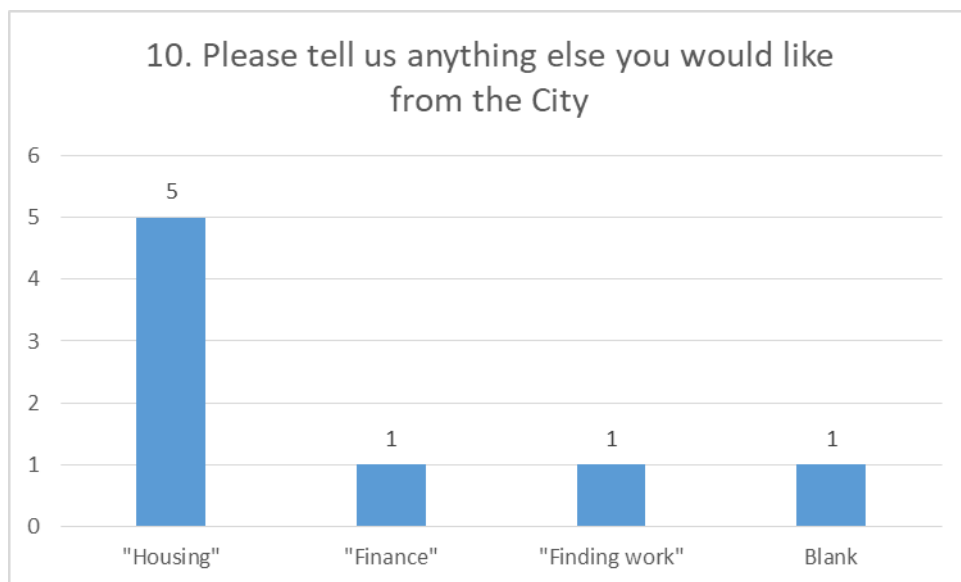


- “She listens to me what I want.”
- “I open up and trust her.”
- “If I have concerns, she’s who I turn to.”
- “She’s very friendly. I like her a lot.”
- “We talk but I’m not taken seriously.”
- “We meet and sit down for a chat.”
- “We talk but she isn’t helping so what’s the point of the plan.”



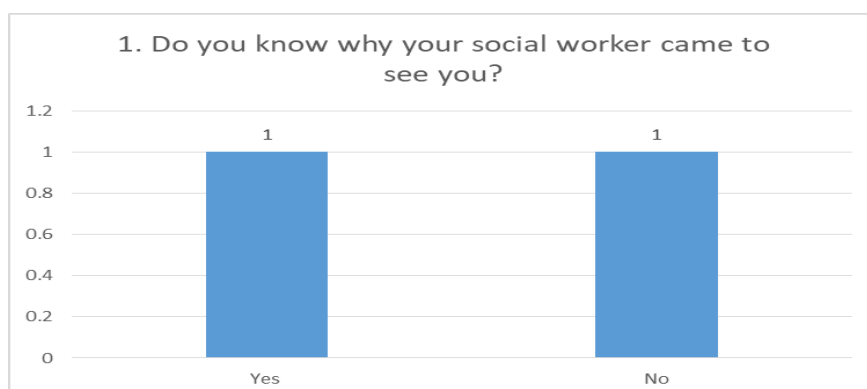
- “Yes, she does listen.”
- “She’s a good lady but doesn’t do anything.”
- “She listens but she says, ‘it’s not up to me.’”
- “She’s always busy with someone else.”
- “We just catch up on what’s happening.”

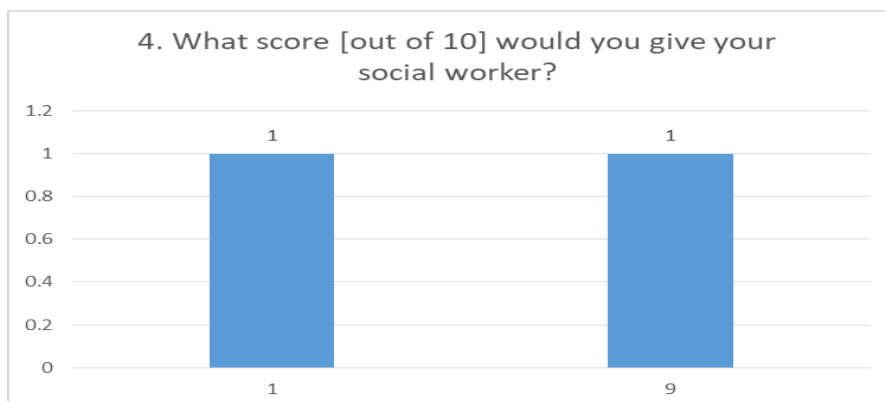
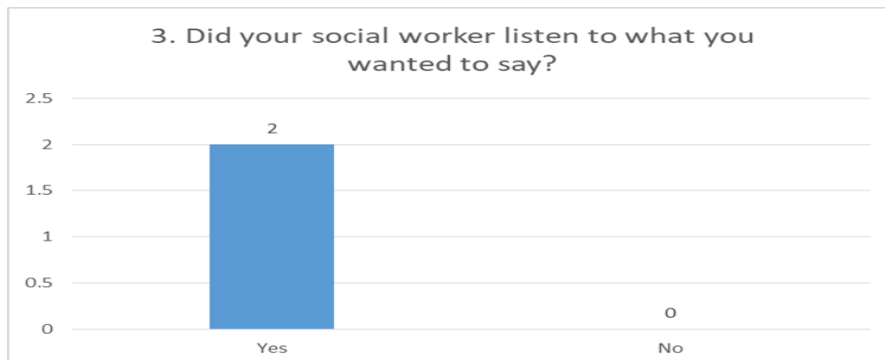
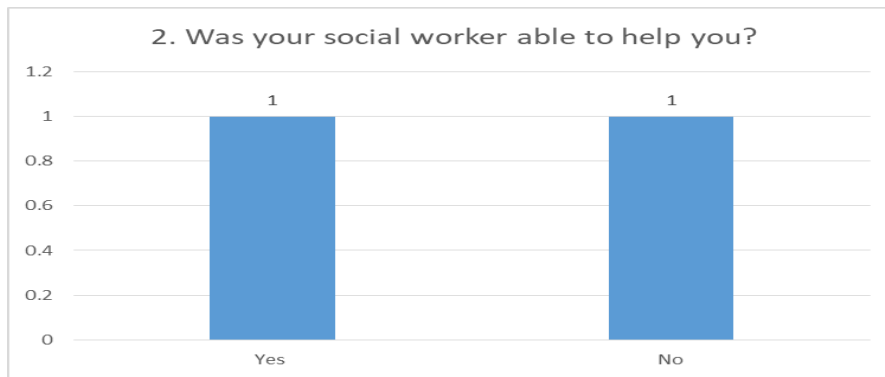
- “It’s hard to admit, when you need help. It took me a lot to acknowledge and then they say ‘that’s not what we are here for.’ I give 8/10 for being a nice person and 4/10 for the help we got.”
- “I asked for a new social worker and they are finding me one.”



- “I need help with housing, but she can’t help. We are 4 people in one bedroom.”
- “We really need to move.”
- “He’s out of work, we need help finding work and finances.”
- “We have one bedroom with 2 kids and 2 adults. She has helped me with the application to Housing and now we are waiting to see the outcome.”

B. YOUNG CHILDREN IN NEED

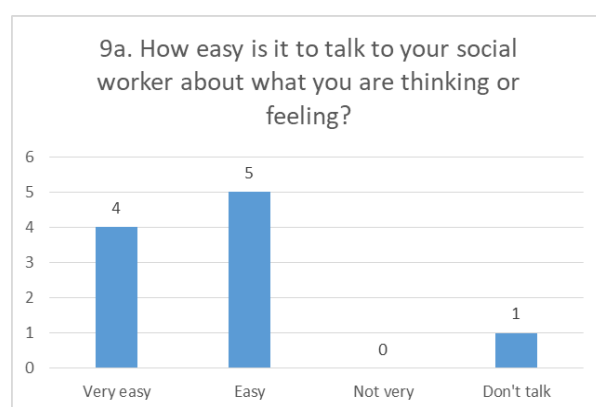
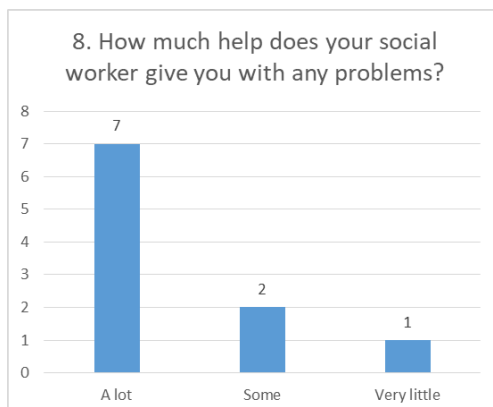
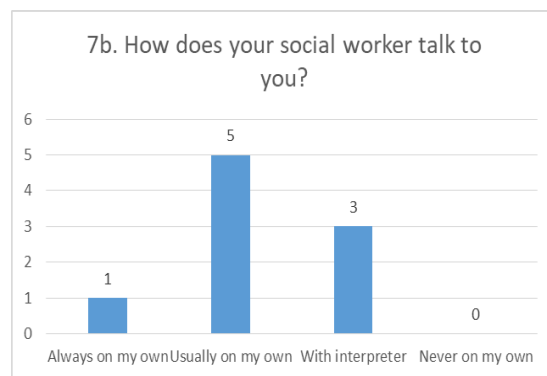
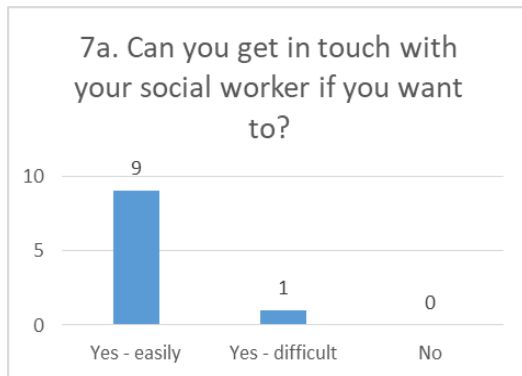




APPENDIX 2 – Looked After Children Survey

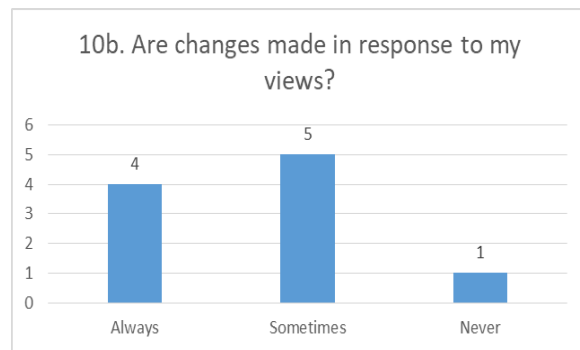
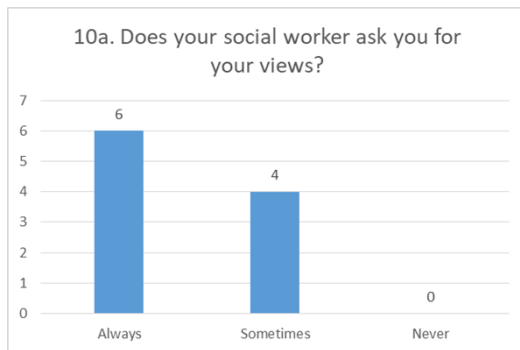
A total of 11 completed surveys were received, however, one of the respondents was under the age of 10 so completed the shortened pictorial survey (not included in the tables below).

SOCIAL WORKER



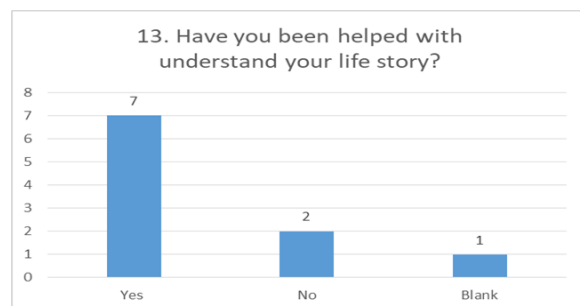
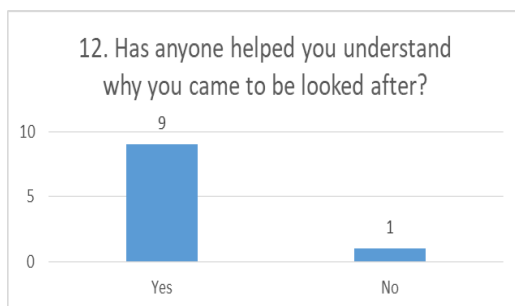
9b. What is it about your social worker that makes you feel this way? What helps you talk or stops you talking with them?

- “My social worker helped me stay in care.”
- “She is a nice person and she listen to me. “
- “The language barrier stops me from talking to my social worker.”
- “The interpreter helps me to talk to my social worker.”
- “She is helpful, she listens, she supports me with money.”
- “New social worker, haven’t bonded with her yet.”
- “I can speak to them easily”
- “My social worker is always help me, which makes me feel good and happy.”
- “He helps a lot. When I talk I feel better.”



11. Can you give an example of something that changed or when you were disappointed?

- “When I wanted my friends to come over at my care home.”
- “Social worker has not provided laptop to support my study, and phone. “
- “We asked for computer to be provided and it is not provided yet.”
- “I did not like my old school and she help me to change schools. I am now very happy.”
- “She [SW] helped me to move to my present accommodation because unhappy with my previous foster carers....I feel better as my key worker helps me and supports me with my health and hospital and GP appointments.”
- “I asked for a winter coat and they got me one. “
- “When I ask something he do it quick. “
- “The money for my phone card is stopped for 2 month. I ask my social worker why, and now City of London send money for me. “

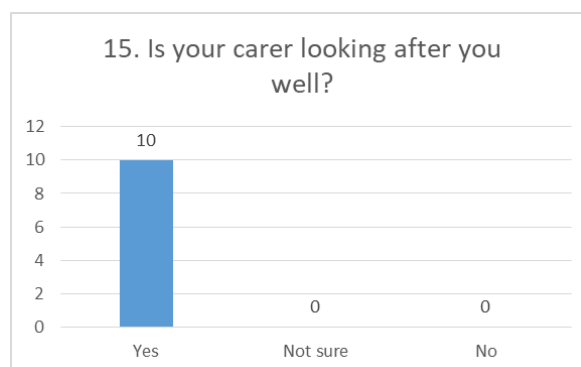


- “My social worker helped me to understand.”
- “I talked a lot with my social worker and my key worker.”
- “My foster carer and my social worker.”
- “We talked about my life.”
- “My social worker help me.”
- “When I worry I see them.”

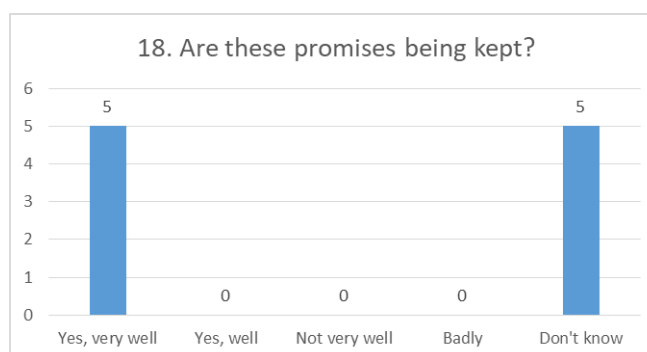
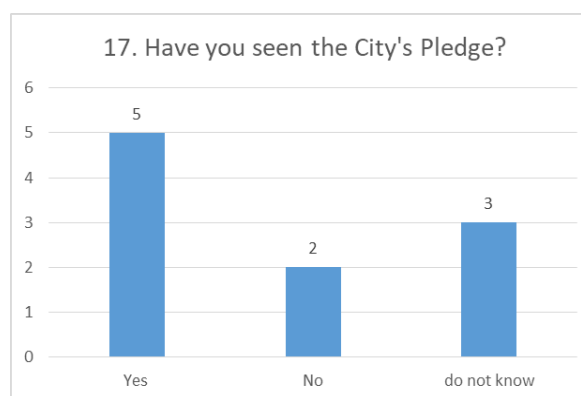
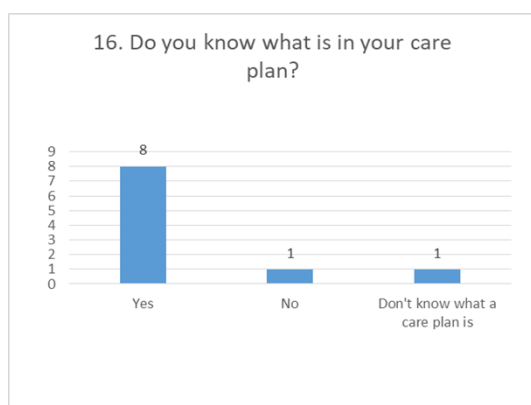
CARE



- “Very happy, everyone is so caring and loving.”
- “Because I met nice housemates and get support from my keyworker.”
- “They explain me things about my immigration status.”
- “I feel good and happier than before. They help me cooking, shopping. They support me with my education.”
- “Yes, I get food and shelter.”

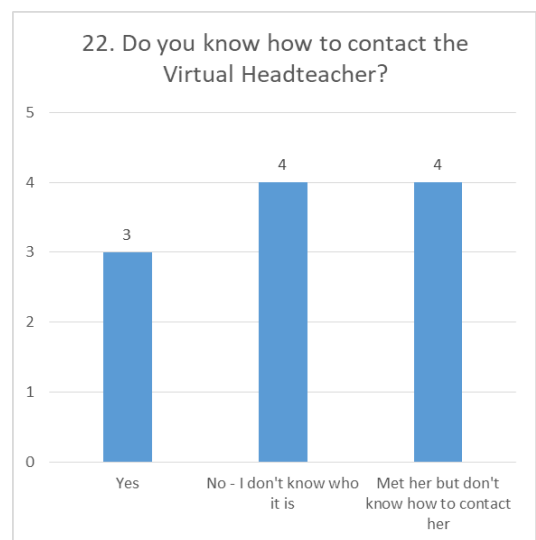
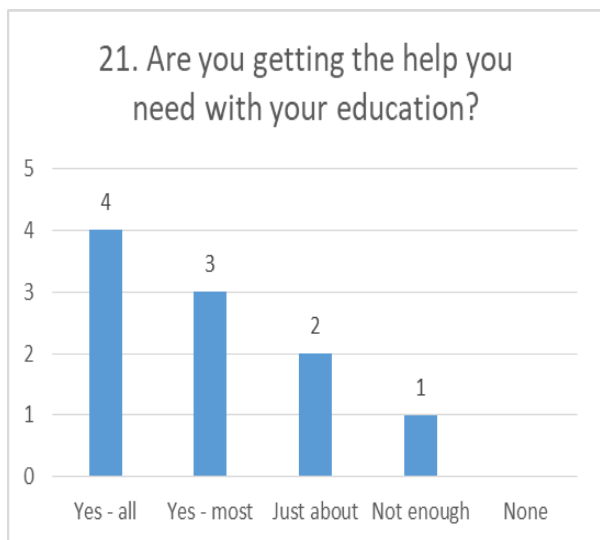
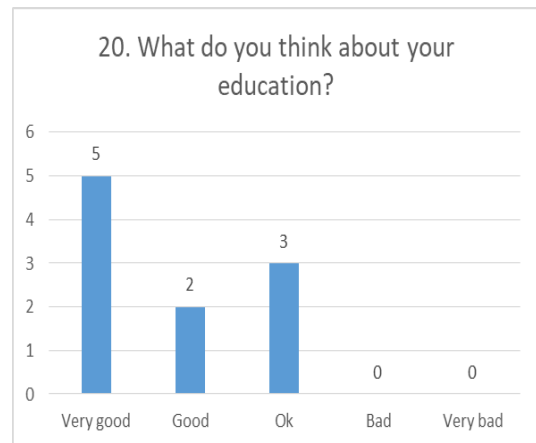
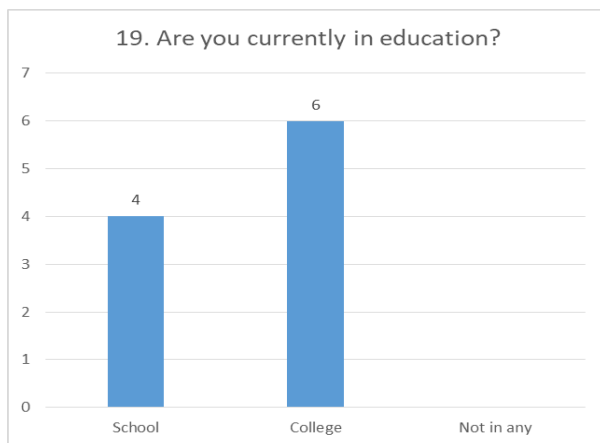


- “My carers help me with my English and school. I like the house.”
- “They are nice and we talk and eat dinner together.”
- “She takes care of me well.”
- “I have friends and people to look after me.”
- “My carer is always looking after me very well.”
- “I’m happy always where I live because my foster family is very nice.”
- “I don’t have any words, how can I explain about my foster family, I just like to say Thank You so much.”

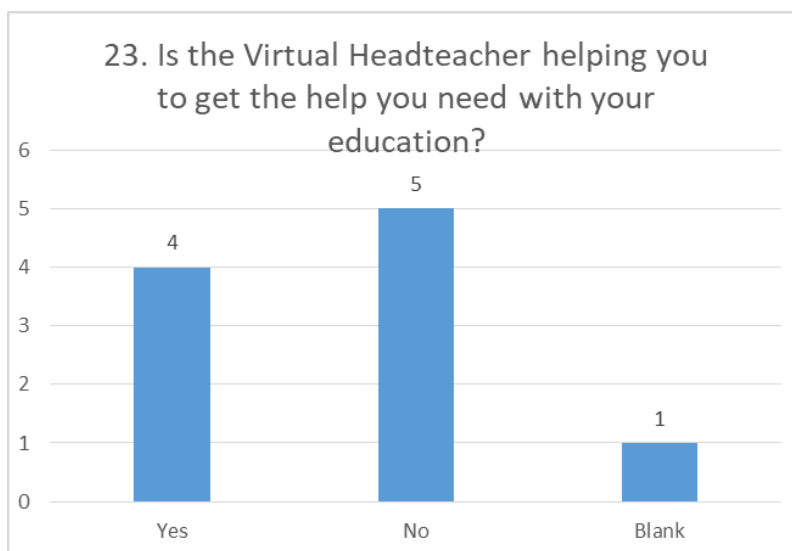


“The City is keeping all these promises to me. “

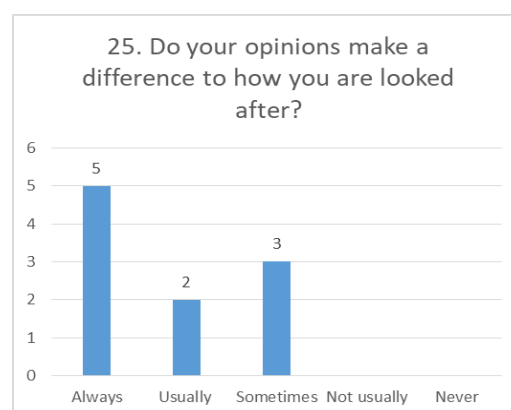
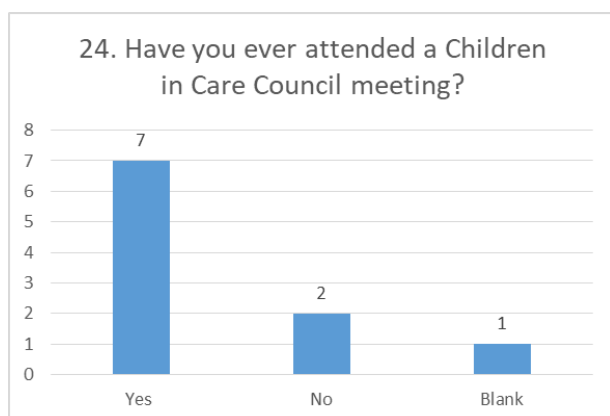
EDUCATION



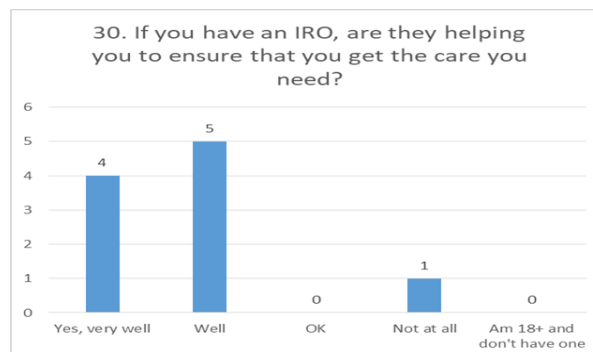
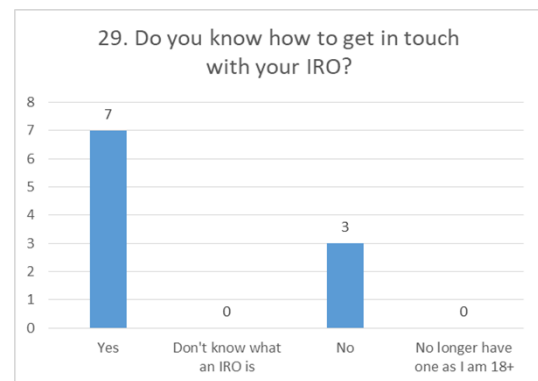
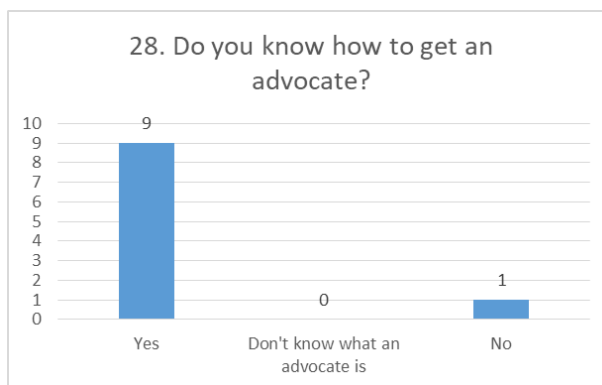
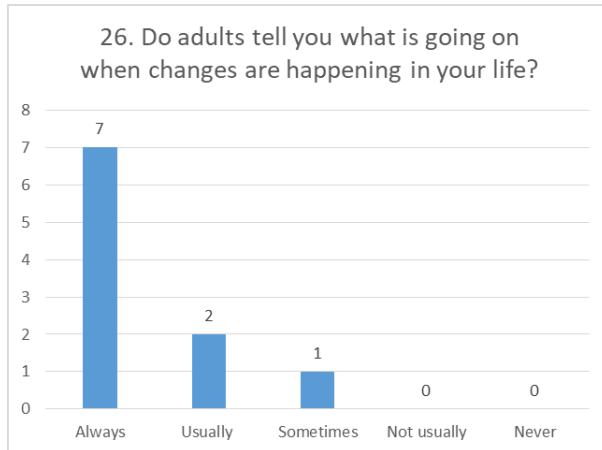
- “I need laptop to help study independently”
- “My carers help me with English and Maths”
- “I’m getting lots of help but still when I have any questions I ask my social worker.”
- “I go to college and get help from home. “



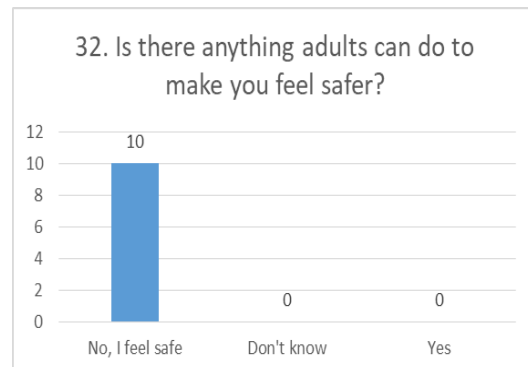
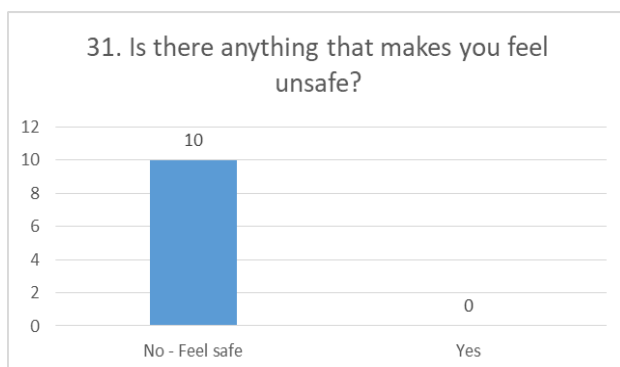
INVOLVEMENT



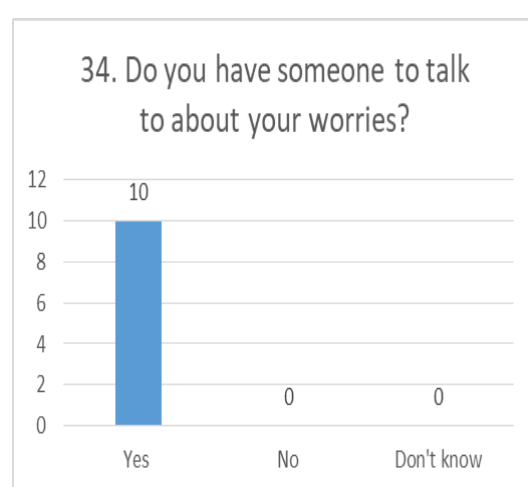
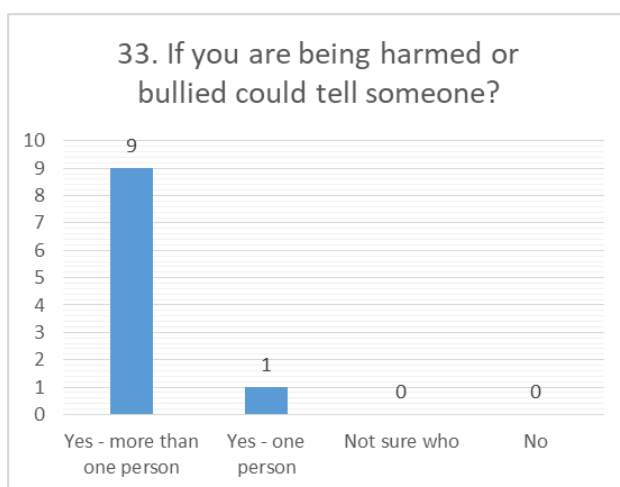
- "I was invited but I had college on the day."
- "I went to the cinema and they asked me about the future, after 18 years old. "
- "I was pleased to meet other children and we had a good time."
- "It was good, everybody helped me. "



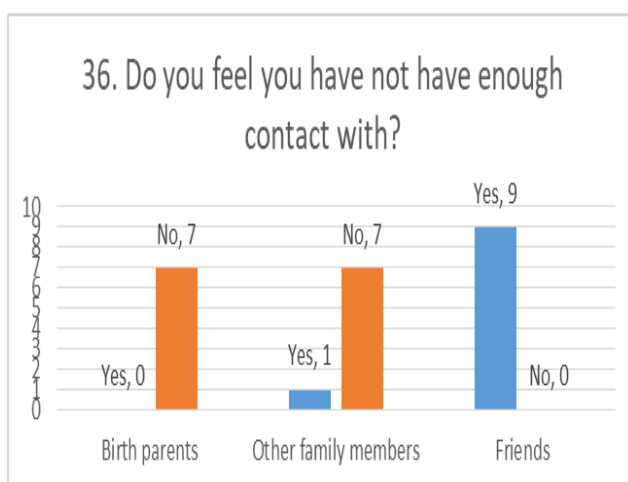
SAFETY



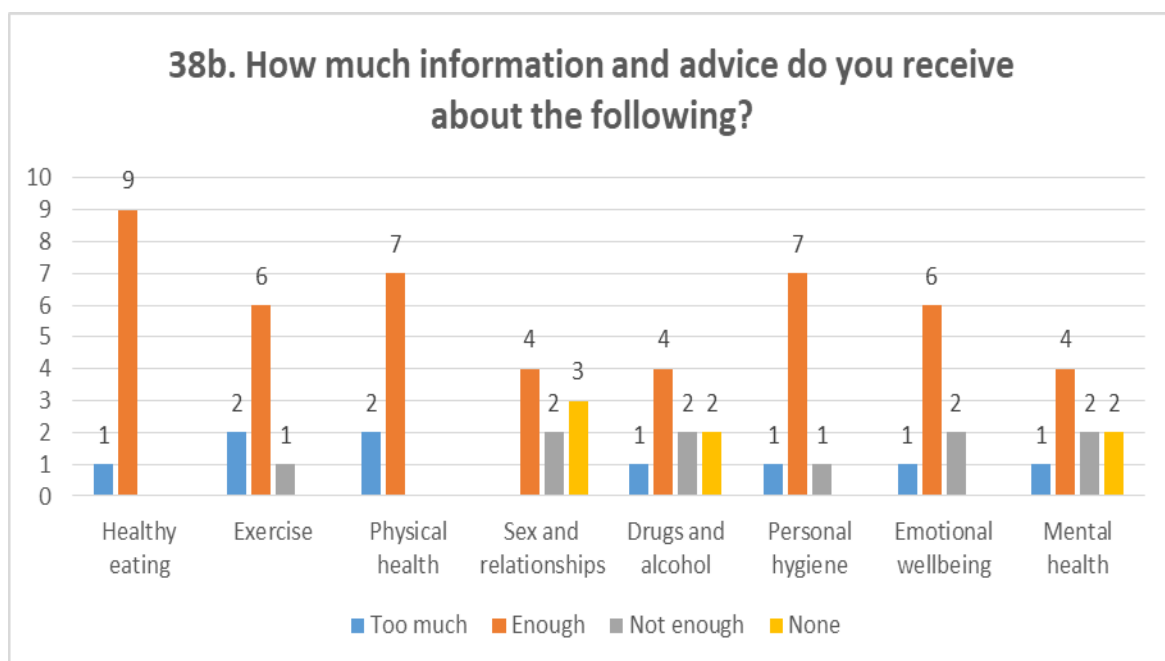
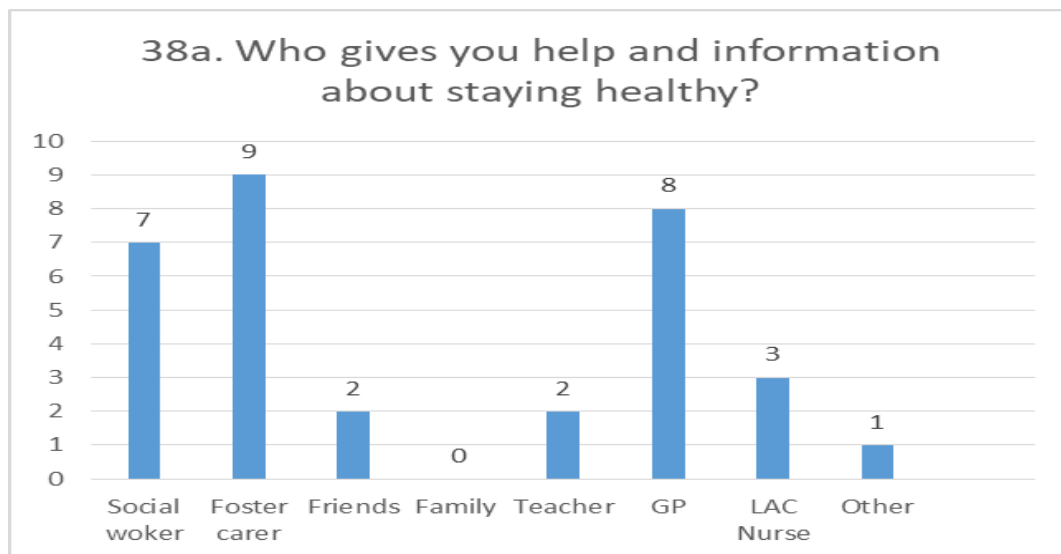
- "I feel very safe in the UK. "



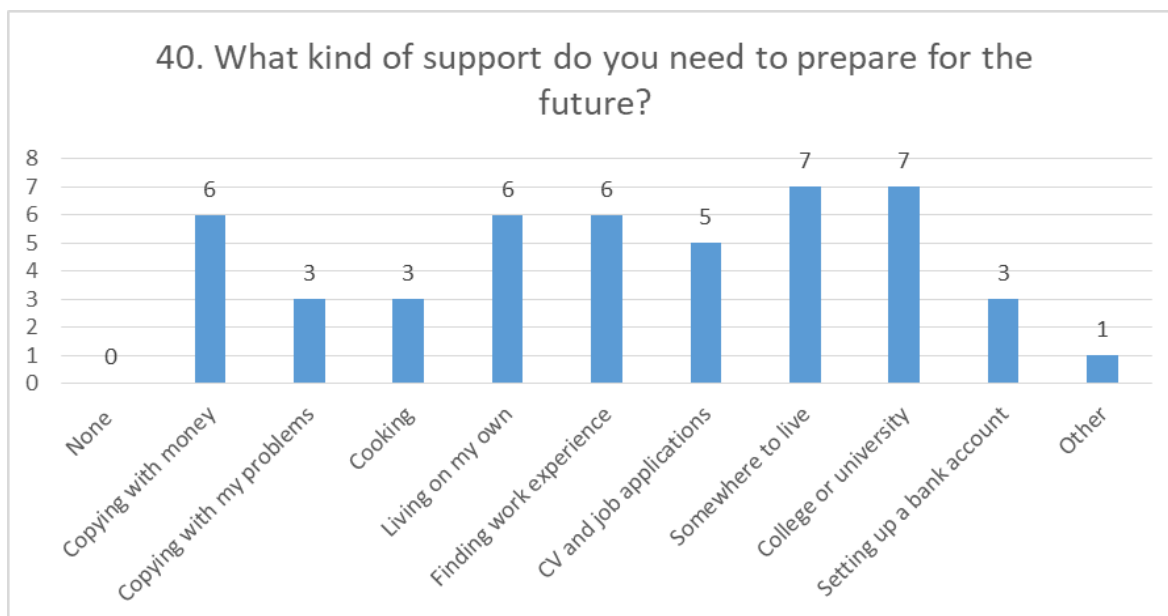
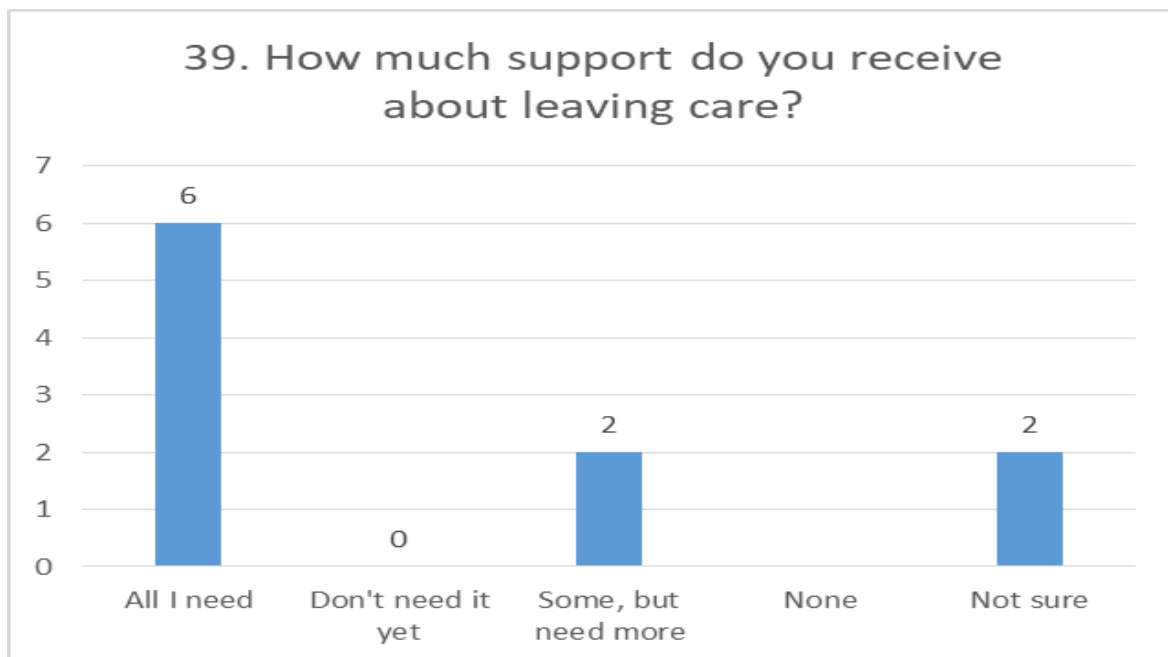
SOCIAL CONTACTS



HEALTH



FUTURE



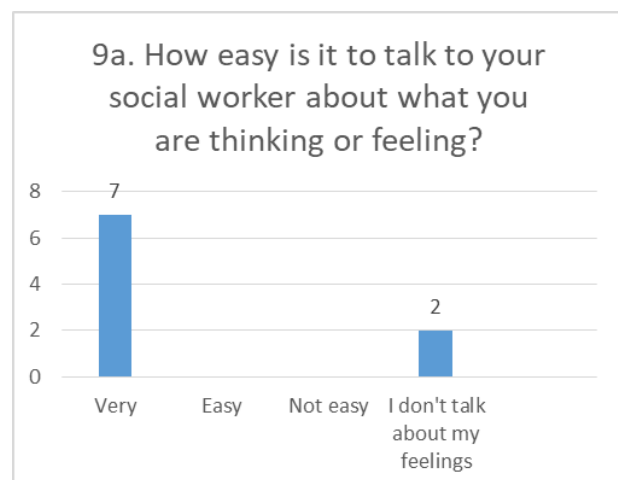
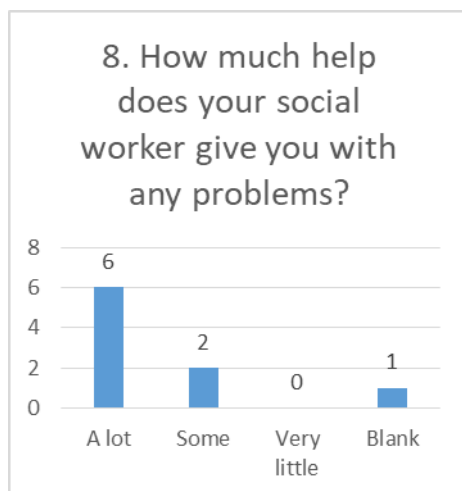
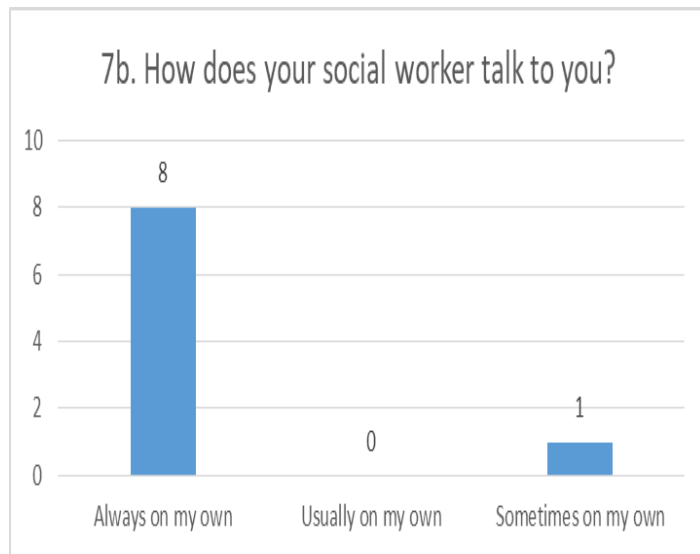
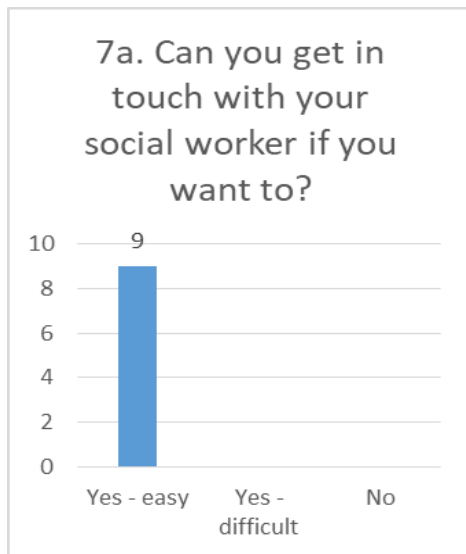
UNMET NEEDS

41. Please tell us about other help you would like from the City.

- "I need help with driving lessons when I turn 18. "
- "Social help".
- "I need support how to live on my own. "
- "I would like support about my asylum. Please contact my solicitor. I'm so worrying, I can't sleep."

APPENDIX 3 – Care Leavers Survey

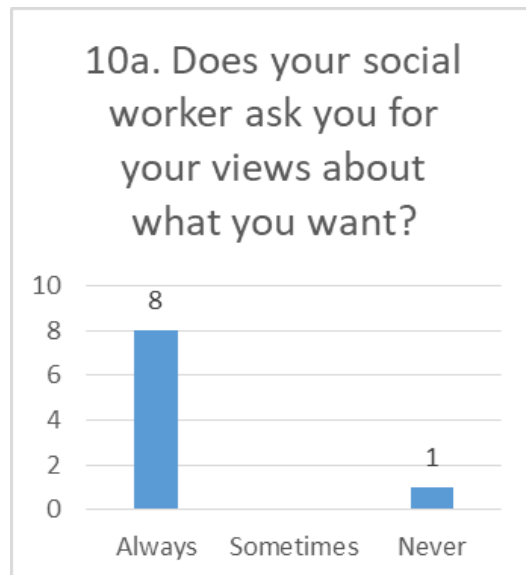
SOCIAL WORKER



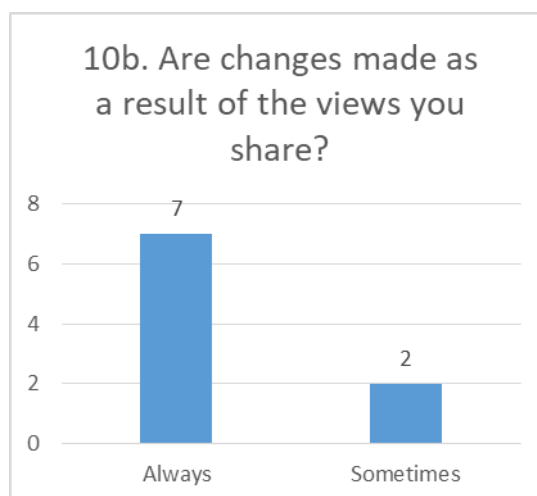
9b. What is it about your social worker that makes you feel this way?

- “He’s always willing to help.”
- “He understands what I’m saying.”
- “He does his best to be helpful.”
- “I don’t talk openly; no one can help me now.”
- “As a care leaver, I don’t see my social worker, but my keyworker is supportive.”
- “She is good.”
- “If I need anything, he helps”
- “I just text or call and can go and see them anytime. I love them, they are all nice.”
- “She’s a good person; I got help with NHS, education, everything.”

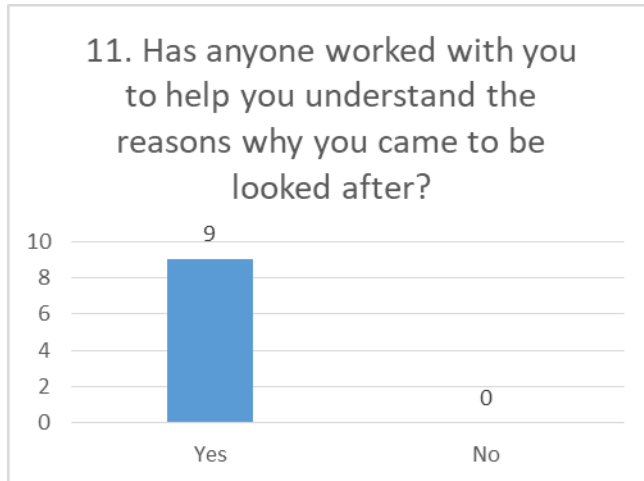
- “I feel like my concerns aren’t always taken seriously and what I say may be misunderstood and used against me. “
- “I’ve had the same social worker for a long time; it makes things easy. When I need something, I contact them. They are all the time nice. “



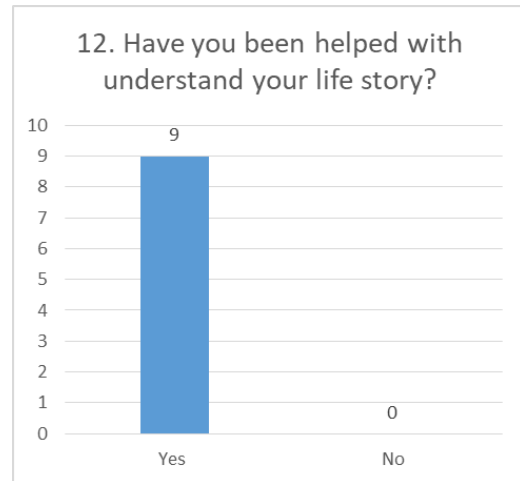
- “We aren’t in much contact.”
- “When we discuss, he always ask me first.”
- “Always asks, ‘Do you want anything? Are you happy?’”
- “She never does anything without asking me first.”



- “A lot of changes, to do with my GP, my flat...she listened and helped.”
- “I’m lovely to him and he is lovely to me. If you’re nice to someone, they are nice to you.”
- “He listens but can’t do anything. Social workers don’t have enough power.”
- “I was disappointed that I wasn’t given support for my education and now I receive some support I am really happy.”

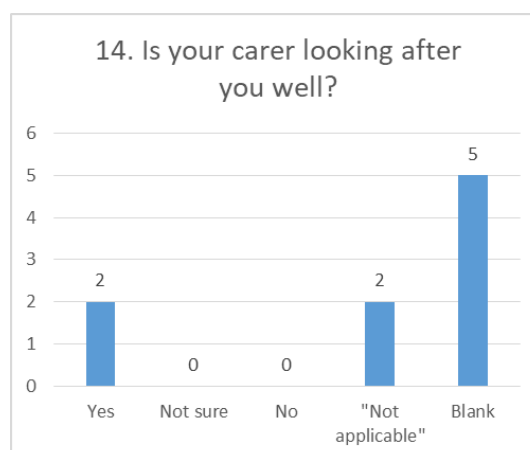


- “I had an issue with becoming looked after and an advocate tried to explain the situation.”
- “Some time ago.”
- “They explained everything.”

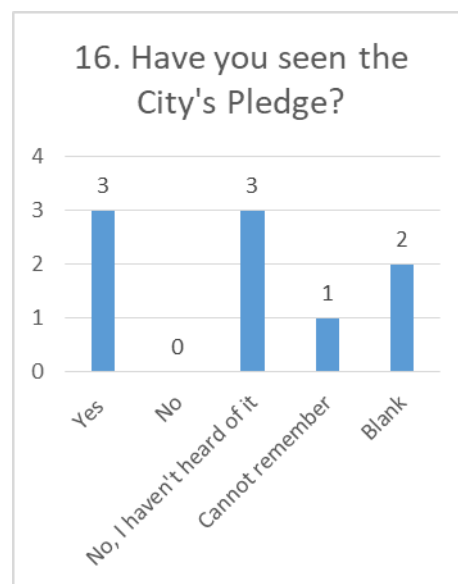
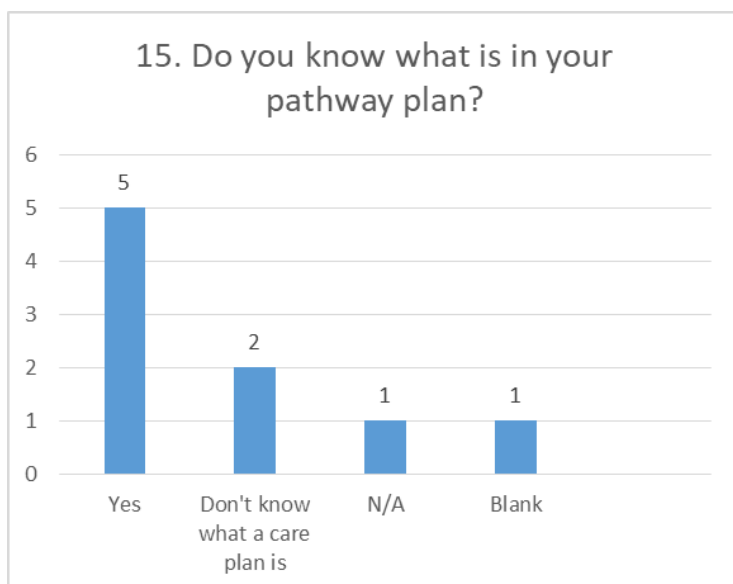


- “A keyworker from MyLife.”
- “Yes we talked.”
- “They sent me to a counsellor and it helped a lot.”
- “I talked to Emma a lot. I’m upset she’s gone now. “

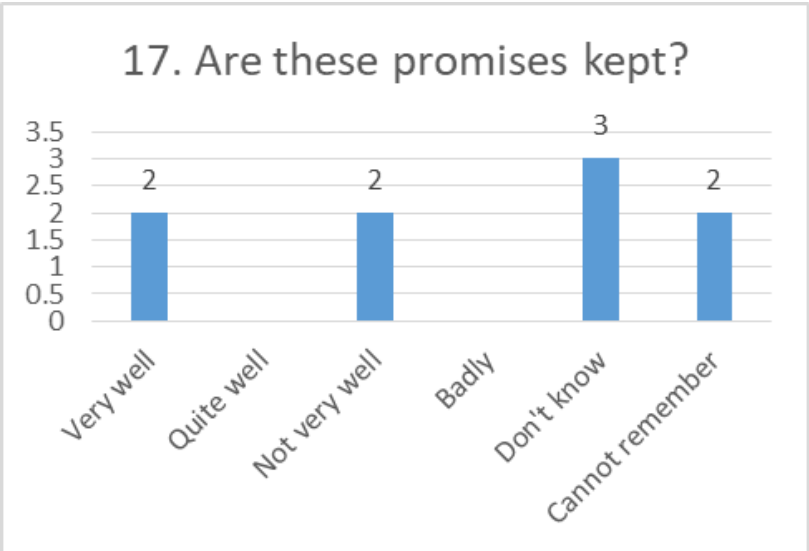
CARE



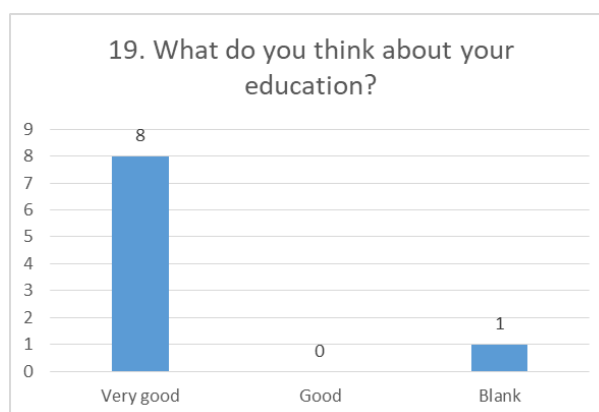
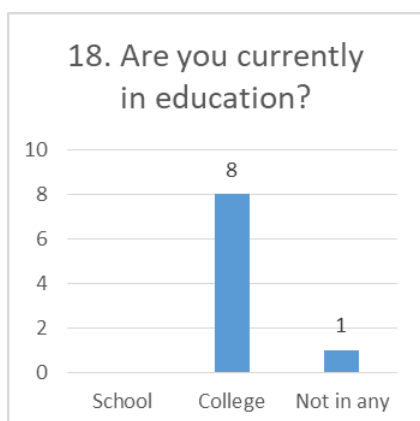
- "No, it's to do with immigration status. They can't do anything."
- "It's nice; it's a roof over my head."
- "It's great; I have everything."
- "It's a nice place in a nice area."
- "I want to move out of foster care. They are helping to get my new place ready."
- "City is the best company for getting social help."
- "They supported me with getting all the furniture. It was one month sleeping on the floor, then it was all sorted."
- "It's a nice place and I feel safe but it's not permanent so I feel on edge."



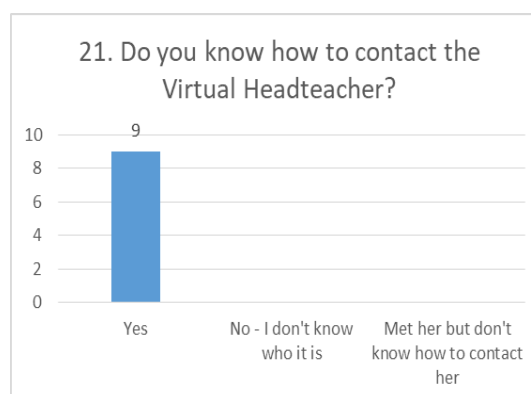
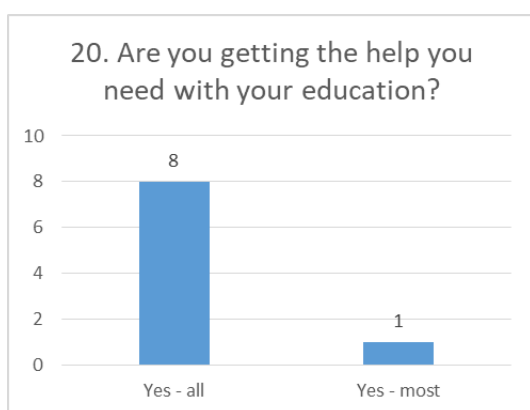
- "We talk about it every 2 -3 months."
- "I had a letter about it."
- "Can't remember."



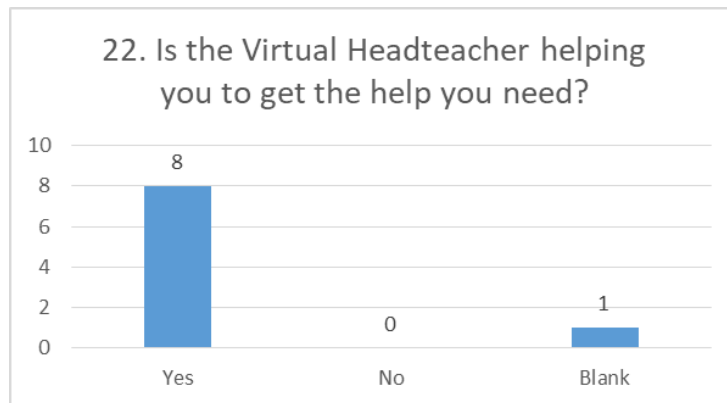
EDUCATION



- “Yes, it’s amazing. Very nice teachers.”
- “I’m doing a course in construction. I really like it.”
- “At first I was in the wrong course. Now it’s perfect.”

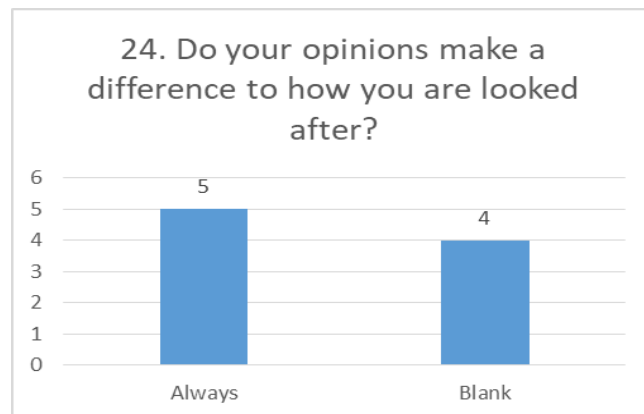
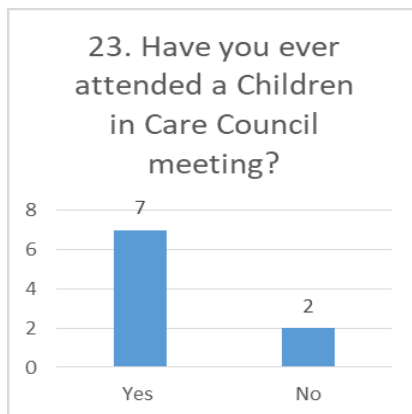


- “I did additional Maths, it was very good.”
- “My Maths and English teachers are very good.”
- “My keyworker visits and helps.”
- “I’d like more work experience but was told ‘No’ because of the budget.”
- “It would be great to know more about apprenticeships.”
- “I used to. I forgot her name...a really good woman.”
- “Julia was very helpful.”
- “I love Julia, she helped a lot.”
- “Julia keeps in touch. She calls me about college.”

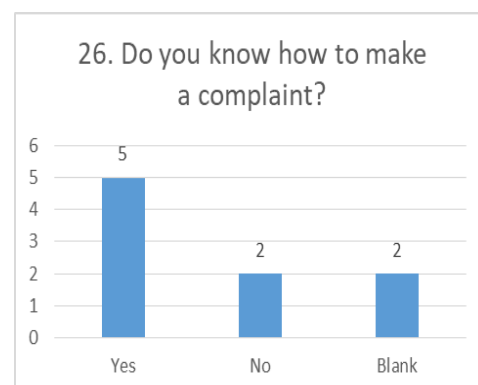
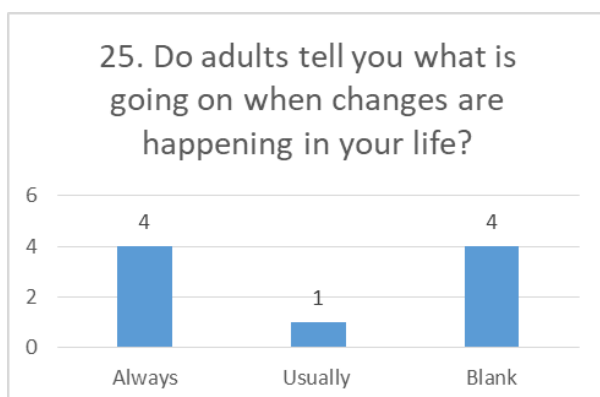


- “Yes, they supported me a lot with my degree. If it wasn’t for them I wouldn’t have finished it.”

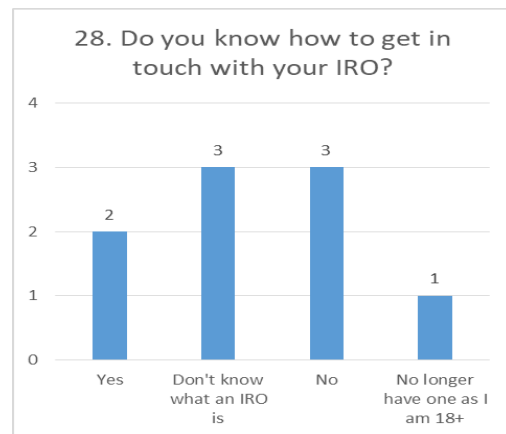
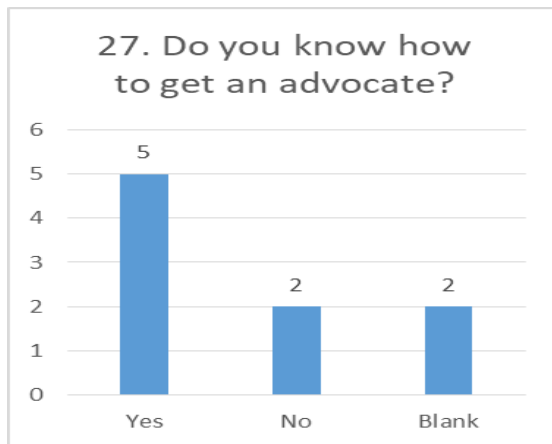
INVOLVEMENT



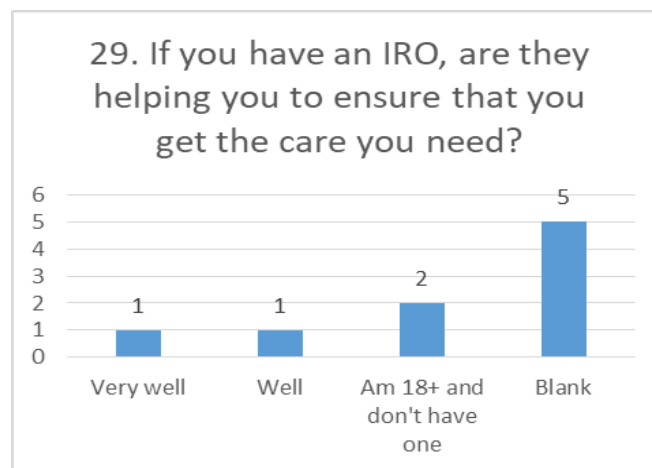
- “Every half term we have fun trips with Rose.”
- “I went last week, I like the trips.”
- “I used to go many times. I’ll start again.”
- “They listen.”
- “I’m an officer. They always text me and we meet every month.”



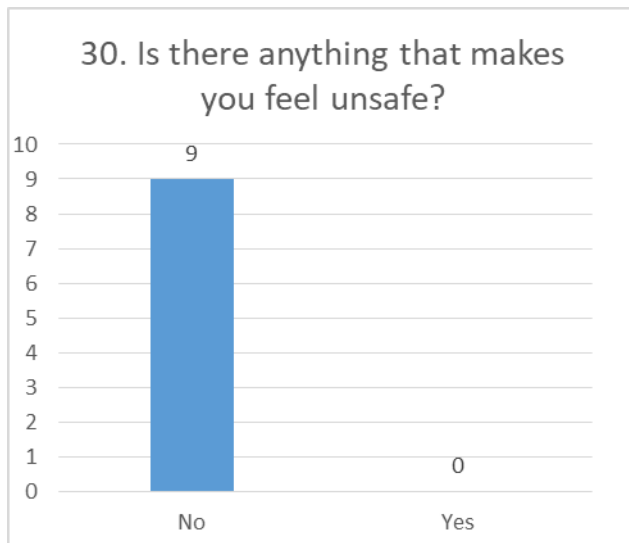
- “There is nothing to complain about. I’m lucky to have them.”



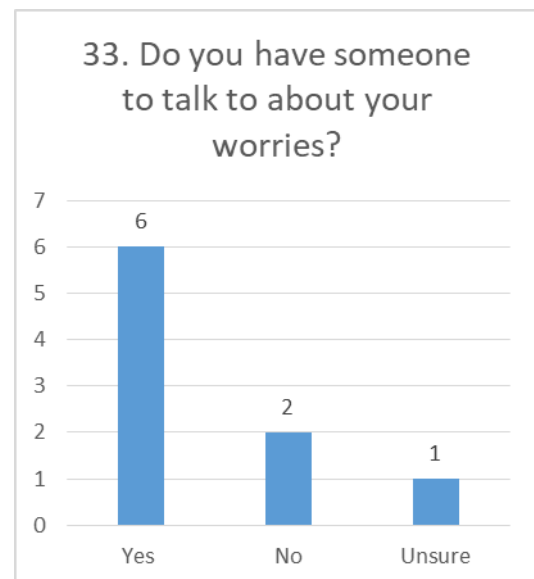
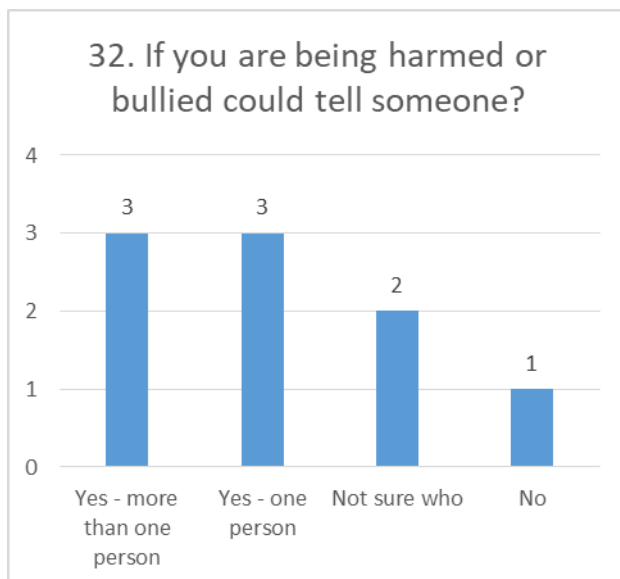
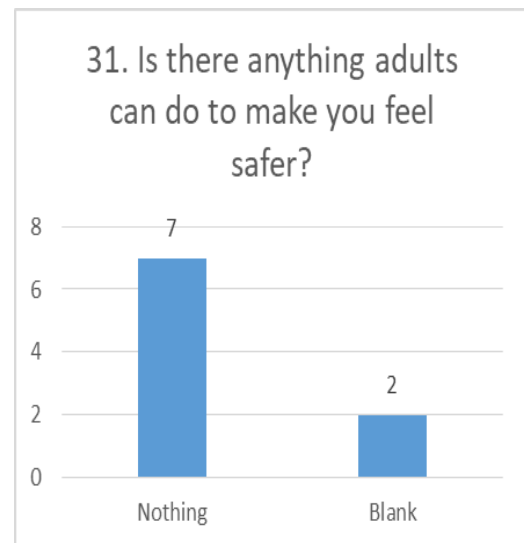
- “Never heard of it.”



SAFETY



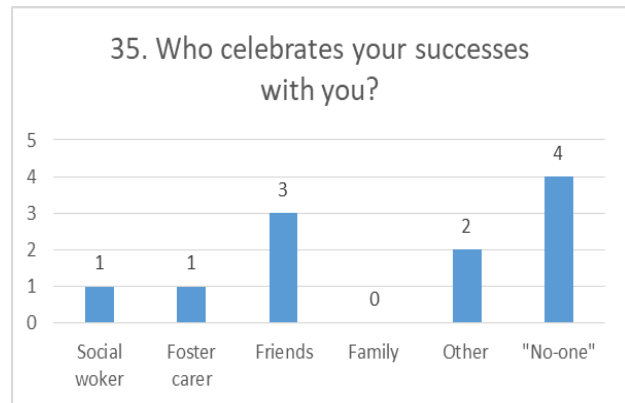
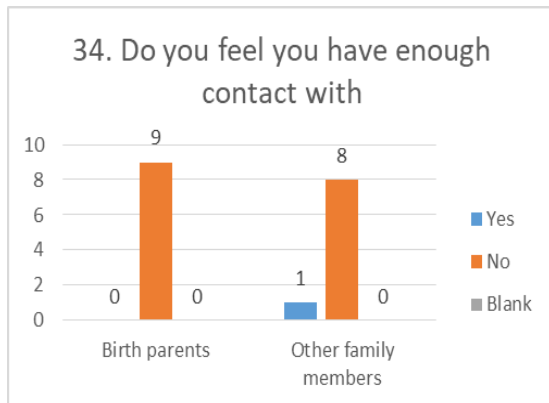
- "I feel totally safe."
- "So safe. I'm a big man now."
- "I'm ok. I'm not scared."



- "I keep everything to myself...keep it in."
- "My social worker."
- "I don't know"
- "My social worker is the main person I'm close to."
- "I would call the police. "

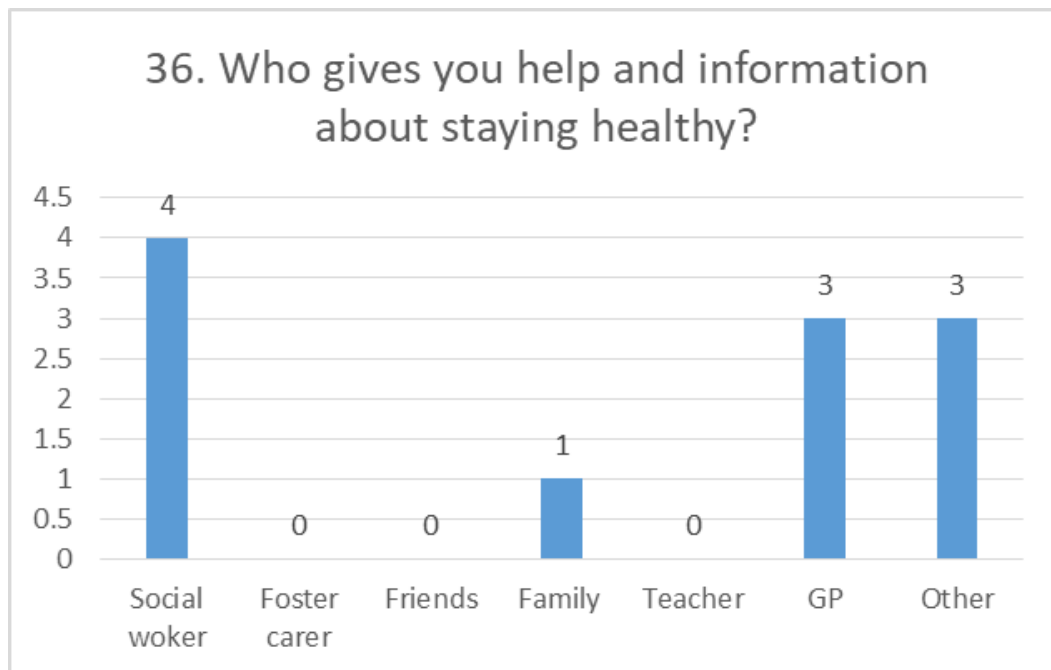
- "It was better in foster care, I was really close to my carers."
- "I'd definitely talk to my social worker. I share everything."

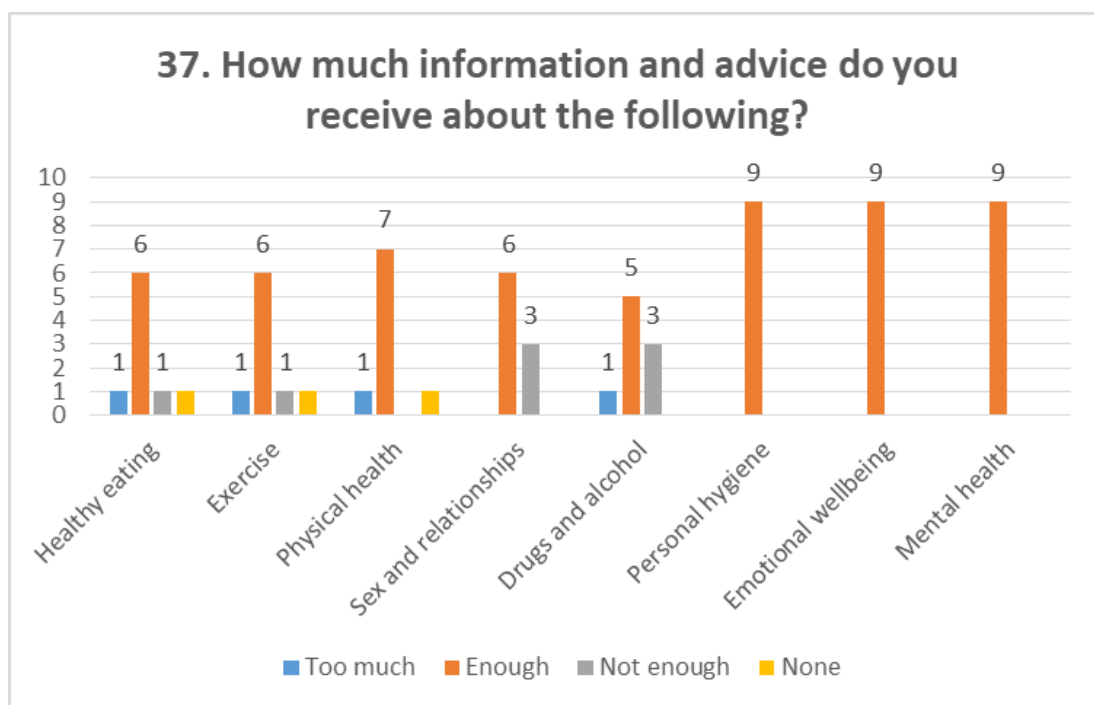
• SOCIAL CONTACTS



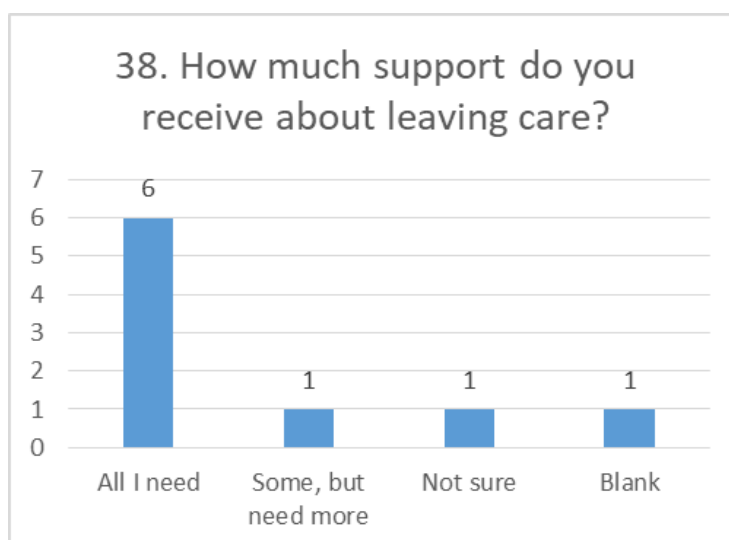
- “Don’t ask me about family. I don’t have any. I don’t want to think about it. “
- “I have no family here. I haven’t seen them for 2 years. Most of the time I’m alone. “
- “When I was with my foster family I still had a life. Now it’s tough...no work, no money”
- “Before we were a big family; now it’s just my sister. I’m lonely now.”
- “My girlfriend makes me happy.”
- “I don’t have anyone to celebrate with.”
- “Nothing happens on my birthday. They used to send me a gift, but not now, because of my age. “
- “I celebrate with my boyfriend.”

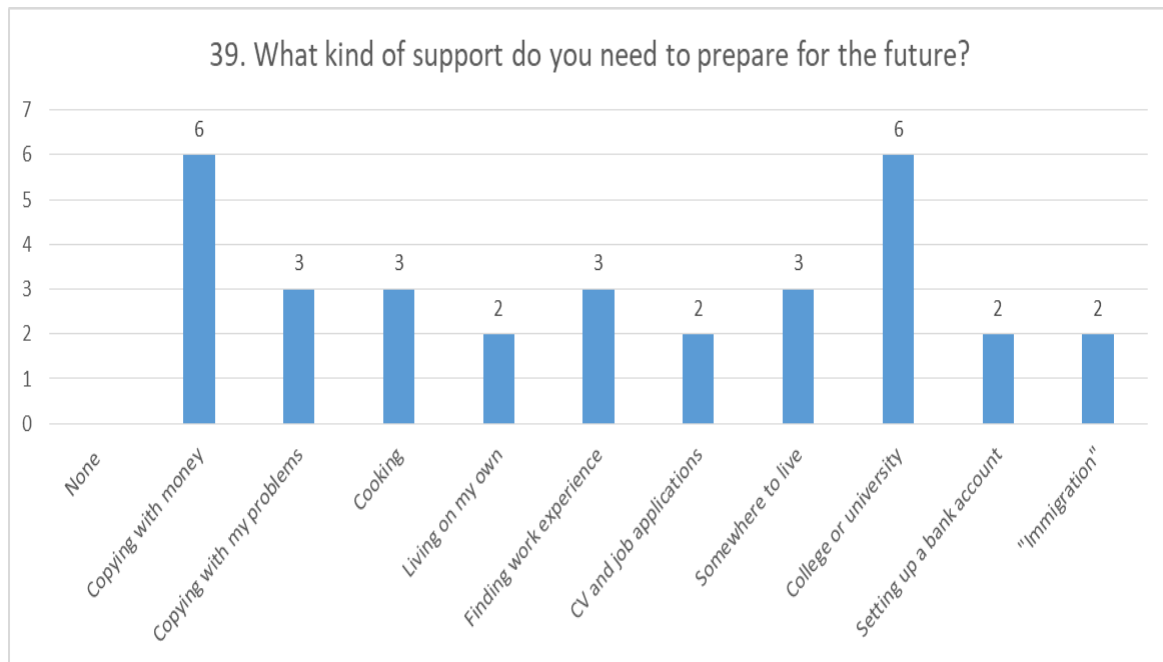
HEALTH



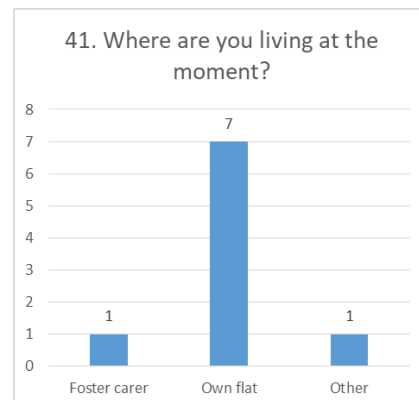
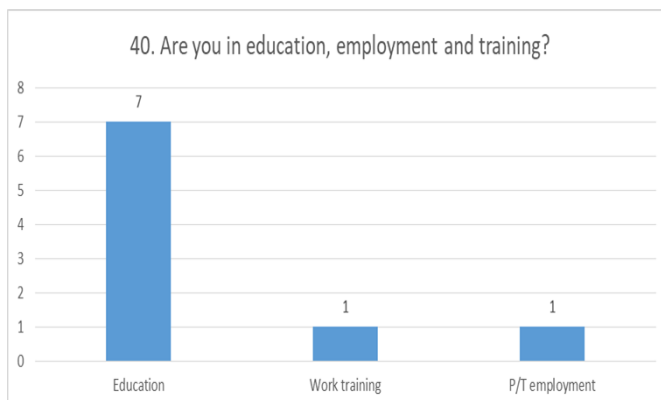


FUTURE

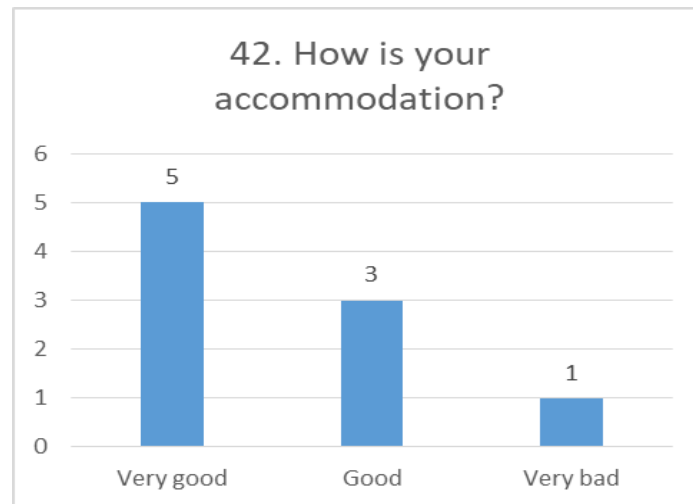




- "Even if I asked for more money, I wouldn't get it."
- "I do all these things by myself."
- "Money issues are the biggest problem."
- "I would like information to go to uni in the future."
- "My key worker showed me how to cook. We made chicken, vegetables and boiled potatoes."
- "I want all this information in 3 years."
- "I'm not thinking about a job just yet."
- "I'd like more advice on plumbing and engineering. "
- "They gave me all the support. "



- "Not yet. I want to do engineering."



- “My flat is brand new. My neighbours are friendly.”

43. If you are living independently, what support have you received with this?

- “When I moved I got all the furniture etc.”
- “Lots.”
- “Enough.”
- “Support with moving and any problems.”

44. How well do you feel you have been supported to develop the skills to live independently?

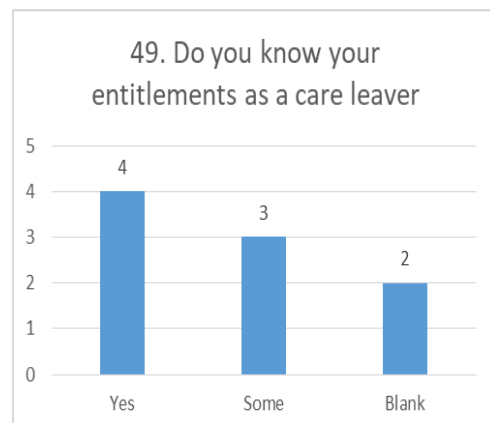
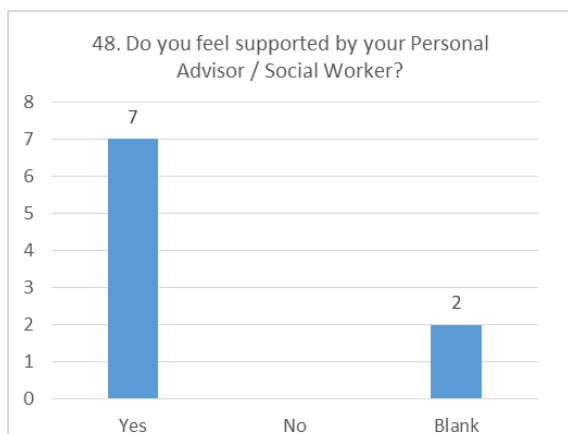
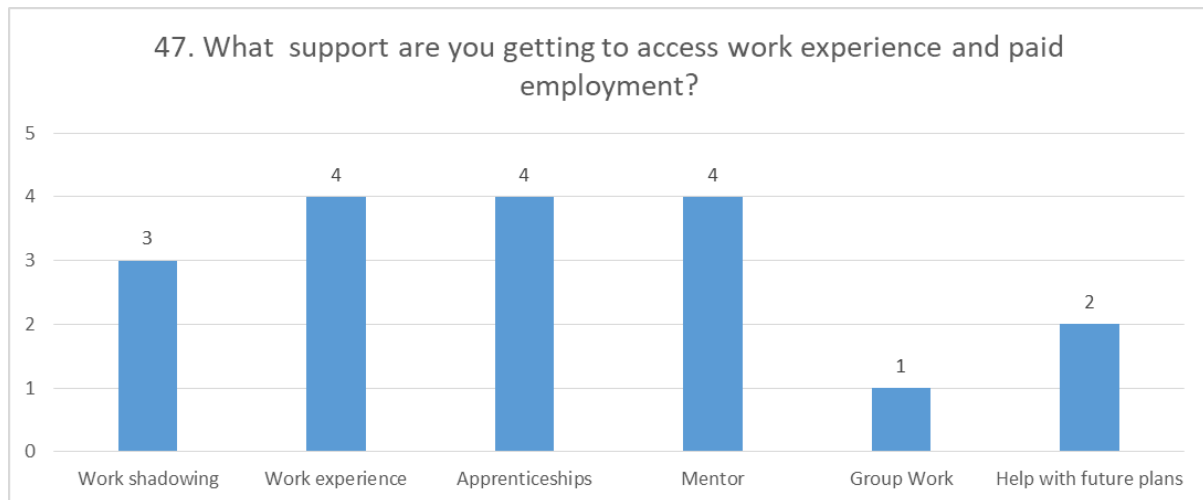
- “Fine.”
- “Good amount.”
- “I got a lot of help.”
- “I learnt how to do things like paying bills.”
- “I feel ready.”
- “I ask my PA about paying for everything.”

45. What support do you get with education, employment or training?

- “My construction course is good.”
- “I get a lot of support from college.”
- “My keyworker comes to see me 2 times a month.”
- “They are doing enough.”
- “I have a tutor.”

46. Have you had any contact with Prospects?

- “Don’t know”
- “Not sure”



- “I only just found out about apprenticeships.”

50. What are your aspirations or dreams for the future?

- “To have my permanent council flat and feel secure; to go to university and study the degree I want.”
- “To become a mechanical engineer”
- “To settle and have a family in future”
- “To rebuild my life”
- “To pass all my exams”
- “To get my driver’s license”

- “To become healthy (go gym)”
- “Everything depends on my immigration decision. I can’t really plan anything. I have waited and waited. I’m so worried.”
- “To become a barber and have a nice life; a nice home and car”
- “To go to uni and get a good job” [many young people said this]
- “I’m looking for my life.”
- “To find a nice girl and have a family”
- “To bring my Mum here. She is old and I worry about her. She has no one. “
- “I’d like to become a mechanic, and to have my own place.”
- “Get a graduate job”

51. For you what is the best thing about being a care leaver?

- “The support I receive from the social workers and adults”
- “When I ask for help, I get it. “
- “The psychological support is very good.”
- “I want to say a big ‘Thank You’. I might be on the streets or alcoholic or even worse...killed myself, if it wasn’t for them.”
- “They help you so much. I don’t know where I’d be without them. “
- “Lots of things, for example, young people getting together.”
- “When the social worker comes and sees you for a long time.”
- “You learn from the obstacles and get ready for life.”

52. For you, what is the worst thing about being a care leaver

- “I have problems with my income. Housing Benefit doesn’t cover all the rent, I have to cover the rest from my £7. Before I got lots of help but once I turned 19 everything stopped. “
- “Not having my family.”
- “Not always being in control with what happens.”
- “There’s nothing bad. “
- “Financial worries” [several young people said this].
- “Everything is good. If I need anything I talk to Robert. “
- “There is nothing bad.”
- “Worrying about immigration. “

53. What are your top three suggestions about what the City should change for care leavers?

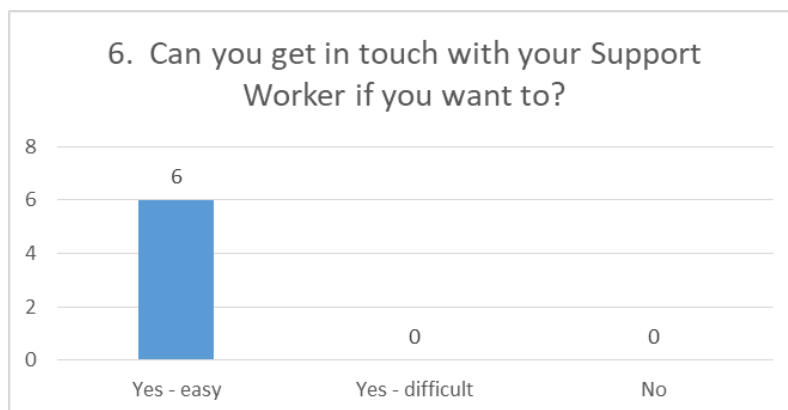
- “Let us have laptops. I don’t have one. I have to do research and go to the library but often when I need it its closed.” [several young people commented on laptops].

- “Provide more support for care leavers in education/more financial support.”
- “Ensure we all know what we are entitled to.”
- “Make sure we are happy.”
- “I want to see them (City) less. I’m old enough and can do things myself. Let me be independent. Stop helping when I say I can do it.”
- “Listen to me.”
- “Give more independence after 18.”
- “Encourage people to stay in foster care for as long as possible, at least until 19. From 17 it was very hard for me. If I knew it would be like this I would have stayed in foster care. Allow people to change their minds.”
- “Pay for our gym memberships. I had to stop going.”
- “Help young people with money. It’s not enough. I haven’t bought clothes for a year.”
- “Help us sort out immigration problems. Its blocking me from everything.”

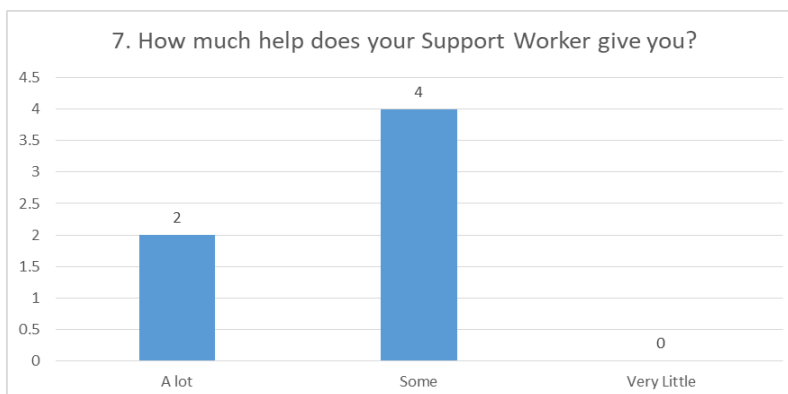
54. Please tell us anything else you would like from the City?

- “Help to achieve all my dreams.”

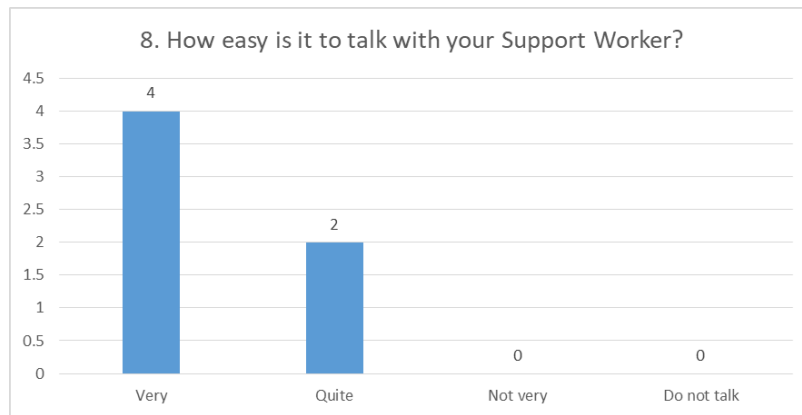
APPENDIX 4 – EARLY HELP - SURVEY OF PARENTS



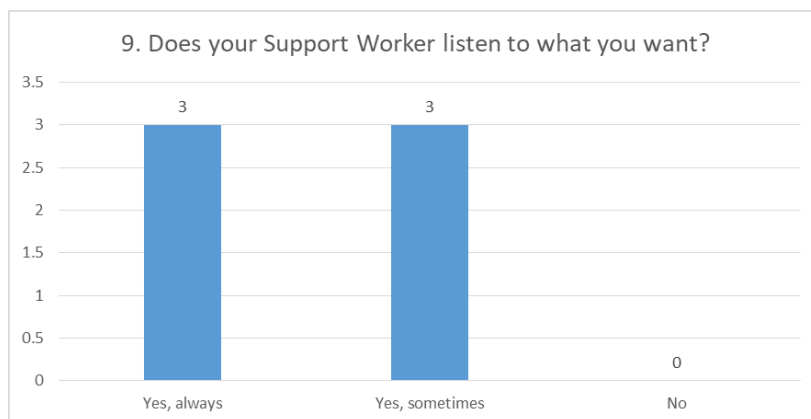
- “It’s very good. She’s easy to contact”
- “She always replies to emails.”
- “She’s very reachable.”



- “Lots, like getting my son into school, free school dinners, youth clubs.”
- “She’s helping with short breaks. She’s thoughtful. The whole team are lovely.”
- “I’m hoping to get more help. There’s no OT or Speech Therapy. We’re creating a Parents Forum, we’re not quite there yet.”
- “The short breaks are working well. I’m pushing City for more services, it’s hard to get parents involved as there aren’t many SEN children.”
- “They stepped me down and now it’s harder to get the support.”
- “She arranges all the meetings with Council people, gives me info on places to take my daughter, playgroups and things.”



- “We definitely have a good relationship.”
- “She is genuine, she cares. She has my child’s best interest at heart.”
- “She’s trustworthy, pro-active.”
- “She’s not intimidating, very humble and very friendly.”



- “So far she has done everything I wanted to happen.”
- “She’s new but when I ask for something she always comes back with answers.”
- “The City is trying, I’m happy to support them.”
- “It would be good to have a list of available services/resources. Some of their info is out-of-date.”
- “It’s hard to find the info, for example, how to apply for a taxi card.”
- “We need a leaflet that says clearly ‘we can help with x,y,z.’”
- “I’m really worried what the future holds.”
- “City doesn’t have much links. They have a better short breaks offer in Hackney. We don’t get enough hours. Our DLA is not enough, we should have the higher rate. But I suppose we have to be grateful for what we get.”
- “Definitely; we made a form with targets. She kept asking ‘Is it improving?’”
- “I give her 10/10. She’s doing everything she can. I’m blessed, lucky.”