

Action for Children

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Children and Young People  
supported by The City of London

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Annual Survey  
August 2019

Children and Young People supported by  
The City of London - Survey

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# The City of London – Survey Report

## 1. Introduction

During April to July 2019, 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 included 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 families with 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 categories 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 62. The total number of responses received was 39, making for a 61.2% response rate (compared with 58.7% in 2018, 68% in 2016 and 48.6% in 2015).

Overall, the preferred methods of responding were

- telephone interview 26 (66.6%)
- postal questionnaire: 13 (33.3%)

We did not offer the Survey Monkey option this year as it had extremely low take up in previous years.

By Category, the response rates (from the names supplied by City of London) were as follows

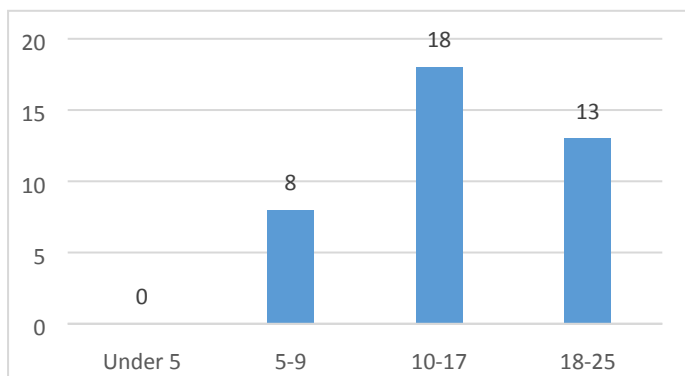
Care Leavers	Children Looked After	CiN	Early Help	Other
11/23=47.8%	7/15=46.6%	9/11=81% (parental survey 6, CYP 3)	9/10=90%	2/3= 66%

## 2. Summary of Results

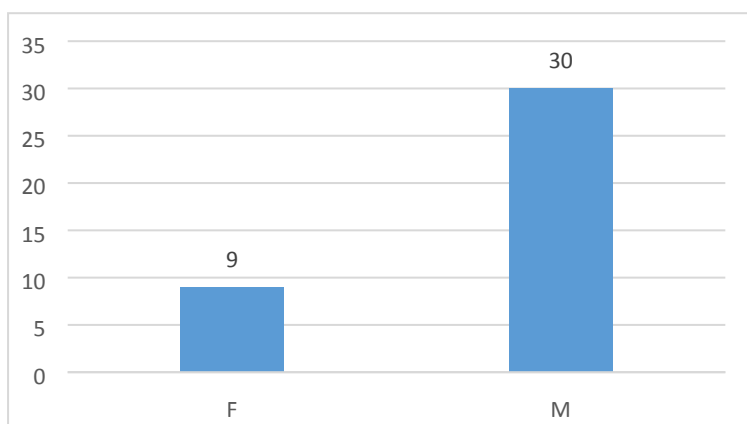
### 2.1 Statistics

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

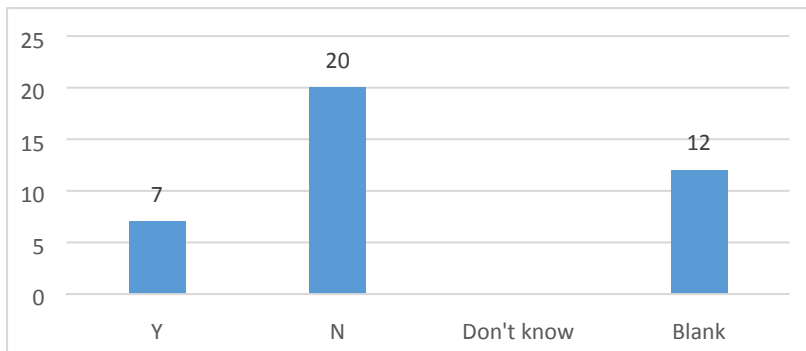
#### 2.1.1 Age



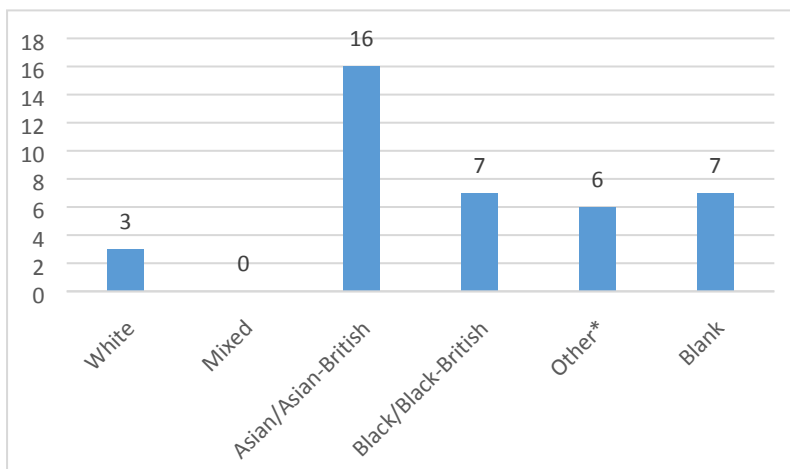
#### 2.1.2 Gender



### 2.1.3 Disability

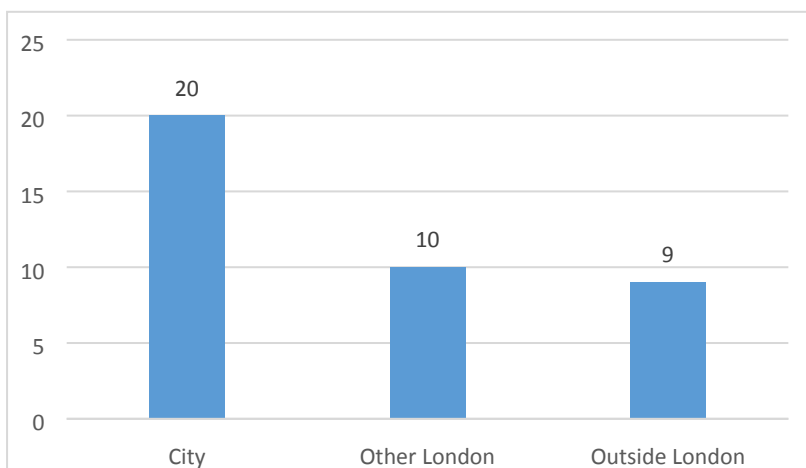


### 2.1.4 Ethnicity

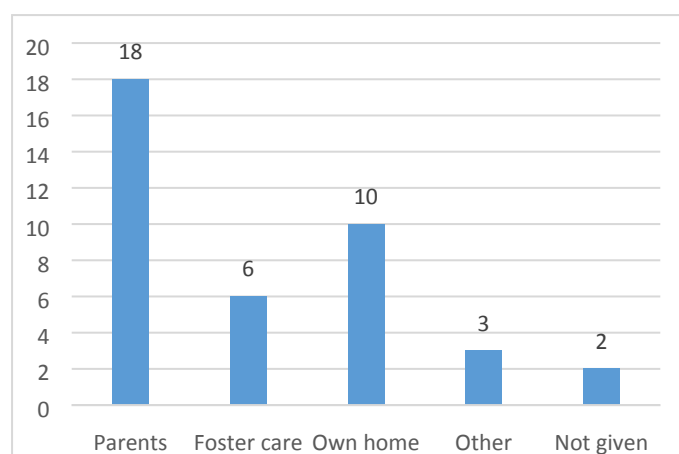


\*Afghanistan, Iran, Middle Eastern, Arabic

### 2.1.5 Geographical placement



### 2.1.6 Type of placement



## 2.2 Summary of results by category

### 2.2.1 Children in Need and CP Plan (see Appendix 1, page 11)

The CiN/CP cohort was comparatively smaller this year and included a number of families whose cases had recently been closed. Feedback was received from 9 out of a small sample of 11 eligible families – a higher response rate than in previous years. All fell within the CiN category, no responses were received from families going through the CP process. From the perspective of looking back on their experience – as well as from those still involved with Children’s Services - respondents were overwhelmingly positive about their social workers. They found their social workers accessible and approachable and both children who completed the Under 10s questionnaire rated them ‘10 out of 10’. 87% of parents said their social worker was ‘very easy’ to talk to and commented positively on their children’s engagement with the social worker. This was confirmed in the 2 responses received from children; both of whom felt listened to, understood why the social worker visited them and found the contact helpful.

Several respondents stated that they did not see the need for Children’s Services’ involvement or felt slightly unsure why they were receiving it. Others commented that their cases were closed too early as they felt a continuing need for support. However, in all cases they felt engaged. 50% acknowledged receiving ‘some support’ whilst 25% said they were getting ‘a lot’ and 25% ‘very little’ support.

As in previous surveys, families were preoccupied with ongoing issues around housing and money worries but appreciated help in areas like getting children into schools, completing housing applications and parental access issues (in separated families).

### **2.2.2 Looked After Children** (See Appendix 2, page 14)

A total of 7 responses were received from this cohort this year, which makes for a 46.6% response rate (compared with 73.3% in 2018 and 72% in 2016). The majority of respondents were in the older teenage range, from a UASC background and responded by post. The narrative part of the questionnaire – if completed - was mostly brief with little detail.

As in previous years, this category of young people expressed very high satisfaction levels with almost all aspects of their care. For example, 100% of respondents gave their social workers top marks in terms of finding their social worker easy to get in touch with/ getting a lot of help/ being consulted and being asked for their views. 100% found their social worker easy or very easy to talk to. Social workers were also the top category for people who 'celebrate life events' with them and being a source of information about health issues (joint top rating with the LAC nurse). All young people (except one) answered in the affirmative to whether they understood why they came into care as well as understanding their life story. However, there was little understanding/knowledge of their Pathway Plans, the City's Pledge, the Virtual School. This language barrier around the more technical terminology of the care system was also a feature in the Care Leavers responses where, initially, some young people (in the UASC cohort) reported not having heard of these but as soon as staff names were mentioned, replied with enthusiasm and were clearly familiar with the services.

85% expressed satisfaction with their foster placements, though (unsurprisingly given their age), several young people were hoping to live independently soon. One was clearly very unhappy, however, most young people acknowledged and appreciated the support offered by their foster carers.

As in previous years, several young people in the Care Leavers Survey reflected on their former foster placements when looked after, and commented on the very strong bonds they still had with former foster carers (e.g. celebrating their birthdays with them and remaining in regular telephone contact). This informal continuing source of support was very highly valued by them.

The young people have relatively high awareness of the Children in Care Council (71%) and liked this forum as a means of having fun and having their voices heard.

All respondents appeared happy with their education provision (100% rating it 'very good' or 'good') and 85% felt that their educational needs are fully or mostly met.

As mentioned above, awareness of the Virtual Head teacher and knowing how to access the service is not as high as 2 years ago (42.8% compared with 71.4% in 2016 and 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.

There are reasonably high levels of awareness of the Complaints Process, how to access Advocacy and their IROs, but, obviously, access to these services needs to be facilitated further.

In terms of their perceived safety, all (except one) stated feeling safe, in striking contrast to their slightly older peers in the Care Leavers contingent. Reassuringly, the majority reported having at least one people to speak to if worried (57% had several), with one respondent

leaving the answer blank. In terms of their safety net, the majority (57%) wished they had more contact with their families and spoke of missing them (the same percentage that reported sharing special celebrations with their social workers). Optimistically, 6 out of 7 reported getting 'all the support I need' to live independently and appeared to be making future plans (e.g. university).

### **2.2.3. Care Leavers** (see Appendix 3, page 24)

The response rate for this category was 47.8%, that is, 11 interviews were conducted – compared with 9 last year – out of a larger cohort of 23. 2018 by comparison had a 52.9% response rate and 2016 had 69%.

Compared with previous years, the satisfaction rates were comparably high and remarkably consistent. Again, 100% of the sample found it easy to contact their social worker and 81.8% stated that they got 'a lot of help' from their social worker whilst the remainder ticked 'some help'. This compares with 66.6% in 2018 and 88.8% in 2016. 90.9% found their social worker 'very easy to talk to' (compared with 77% in 2018 as well as 2016). In the examples given in the narrative part, young people often referred to their key workers too as important sources of practical support, information and problem resolution. Confirming this view, later on in the survey 90.9% stated that in terms of getting ready to leave care, they ticked 'all the support I need.'

Comparable with previous years, the great majority of respondents (90.9%; cc 88.8% in 2018)) felt appropriately consulted and listened to. 72% said they were helped to understand the reasons for coming into care and 81.8% were offered support in understanding their life story (100% in 2018 and 33% in 2016). However, their comments evidence how difficult this process was (and still is) for quite a few of them, indicating a more ongoing need.

In terms of their accommodation, 63.6% were happy where they lived and 27% (3 respondents) were not. The main reasons for wanting to move were not liking the area/feeling unsafe in their area (all 3) and the accommodation being too small. Respondents were generally much more eager to discuss safety issues this year compared with previous years.

Several young people reminisced about their time in foster care at this point, and many of them seemed to feel very positive about it. Former foster carers featured throughout the interviews as vital and effective sources of support which, for quite a few of the care leavers still continues on an informal basis (e.g. as sources of advice and social support, e.g. people to share celebrations with). 'With a good foster carer you can achieve anything' one respondent summed up.

Knowledge of their Pathway Plans (marginally higher at 54% this year) and The Pledge (slightly lower this year) remains overall low. As in previous years, this may reflect the gradual disengagement with social care for care leavers in their 20s which was also apparent in comments about the CiCC (e.g. feeling too old to attend and having other priorities such as work). One respondent commented that The Pledge should be more specific in terms of precise entitlements.



90.9% of the interview cohort were in education (college or university) and 81.8% rated the quality of their education as 'good' or 'very good (similar to last year and significantly higher than in 2016)'. Many respondents spoke about future career plans with confidence and purpose. Awareness and reported support from the Virtual Headteacher dipped this year (45% had the contact details and reported being helped) and fewer actual examples were given of interventions. Many comments related to past experiences which had been very positive.

This year, additional questions were included in the questionnaire to elicit the impact and views on the CiCC. As already pointed out, some of the terminology around the care system is not universally understood and 'CiCC' is one of those labels. However, once explained – and particularly when mentioning the organiser's name – young people responded enthusiastically. 72.7% had attended at least one meeting and the CiCC continues to be a popular forum, particularly the trips and activities. Young people were reasonably clear as to its purpose and gave a range of suggestions for development, including making it more relevant for the older care leavers to encourage their engagement. Overall, the CiCC continues to be appreciated and a valued source of peer support and making their views known.

Knowledge of the Complaints Procedure has increased significantly to 81.8%, however, awareness of the Advocacy Service has dipped slightly to 45%. Fewer young people still had IROs due to their age, but those who did valued the support.

In terms of safeguarding, there was a significant increase in the number of young people who reported feeling unsafe (from 0% to 54%) with the main reason being danger perceived in their neighbourhoods (such as people being killed/people 'doing bad things'/drug use). Unlike in previous years, young people were eager to discuss these issues and appeared much more preoccupied and worried in this respect. It was the main reason for wanting to be moved. The percentage of young people who wanted more support in this respect increased similarly.

There was an improvement in the number of young people who reported having someone to turn to if harmed or bullied (81.8% compared with 66.6% in 2018) with social workers being singled out as important persons of trust. A significant proportion of respondents (36.6%; all UASC) spoke about missing their families, feeling lonely and worrying about their families back home but a smaller percentage (18% compared with 44% in 2018) reported having no one to share celebrations with. More young people reported having friends and former foster carers remained an important safety net for quite a few.

Social workers, key workers and GPs remained the primary source of health information and most respondents seemed to feel sufficiently well informed. Access to GP services was singled out as problematic by one young person.

The overwhelming majority (90.9%) of young people in the cohort felt well supported through the process of leaving care. They spoke positively about their educational goals and confident in their career aspirations. They also recalled many incidences of struggling with independent living (especially managing their finances, navigating the benefits system, paying bills, coping with the obligations and responsibilities of their tenancies) and immigration issues (getting a passport, finding a solicitor) continued to be a source of worry. However, overall there was a great sense of pride in how far they had come and what they had achieved in terms of independence skills.

#### **2.2.4. Early Help – Parental Questionnaire** (See Appendix 4, page 43 )

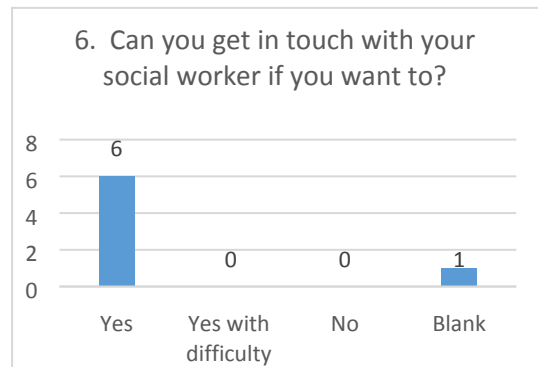
This year saw an increased level of participation from families receiving Early Help support (i.e. 9 responses out of a possible 10 – 90% - compared with 54.5% in 2018) in the survey. Questionnaires were all completed by the adults in the families. Responses were overwhelmingly positive with 100% finding it easy to contact their Support Worker/being appropriately consulted upon referral and being explained the service (though one respondent found the explanations difficult to understand). Anecdotally, they appreciated the services they were offered (play schemes, short breaks) but felt they needed more and for longer (except in one case where it went on for too long).

Families very much liked the staff they worked with and there was a lot of praise for the ability of staff to engage with both adults and children, the quality of their advice and the outcomes achieved.

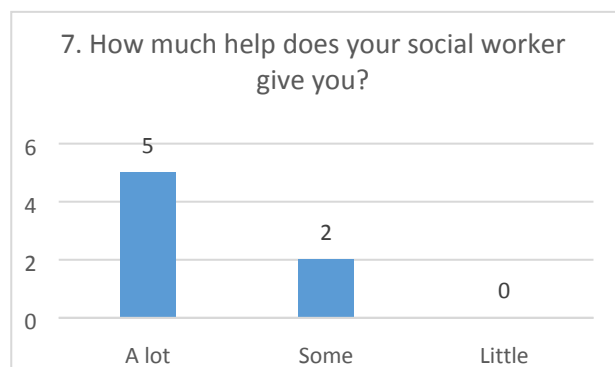
The focus of additional services requested by families was the short breaks provision, in terms of the extent, the location and the ease of access. Specific requests included a meeting hub, a clearer policy regarding entitlements and more services for older children with SEN.

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

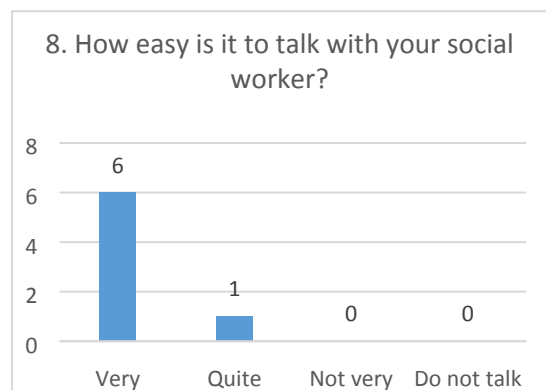
## A. PARENTS OF CHILDREN IN NEED



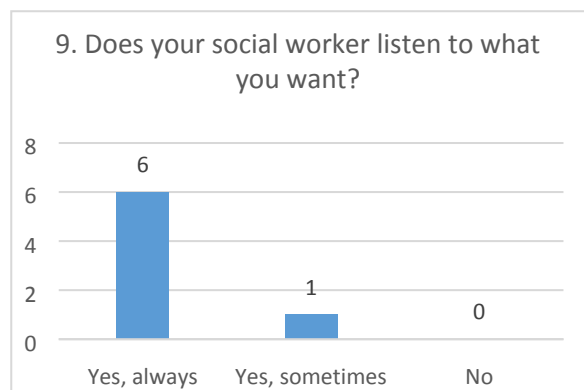
- “We’re finished now with City of London.” (x2)
- “I’m due to be signed off.”
- “S (SW) is brilliant.”
- “Always contactable”



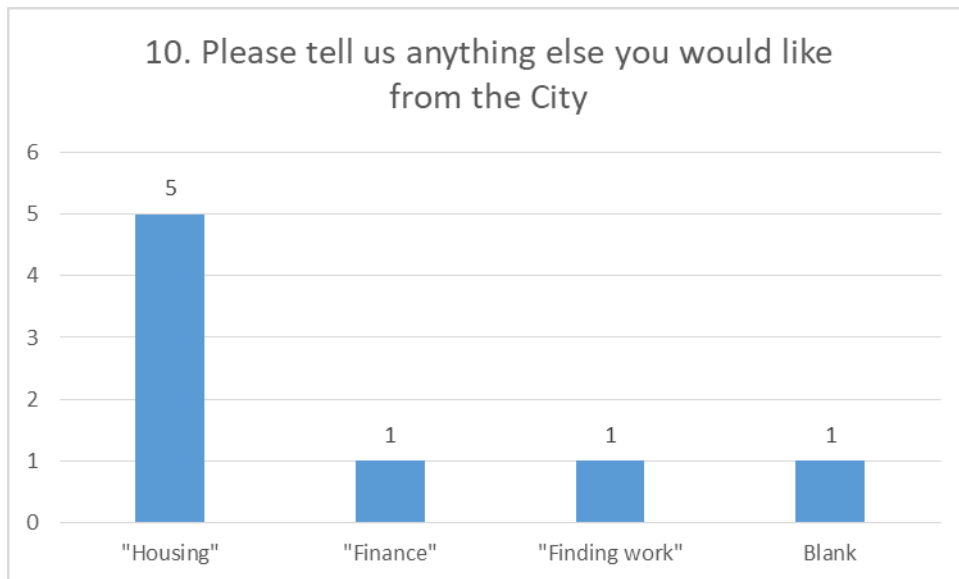
- “She helped with the school move and did routine checks.”
- “We had really good outcomes.”
- “I didn’t feel I needed a social worker but it was a very good experience.”
- “It’s been a bit too short. I would have liked visits to continue for longer [case is now closed].”
- “I’d give them 8 out of 10.”



- “She’s a really good person to talk to.”



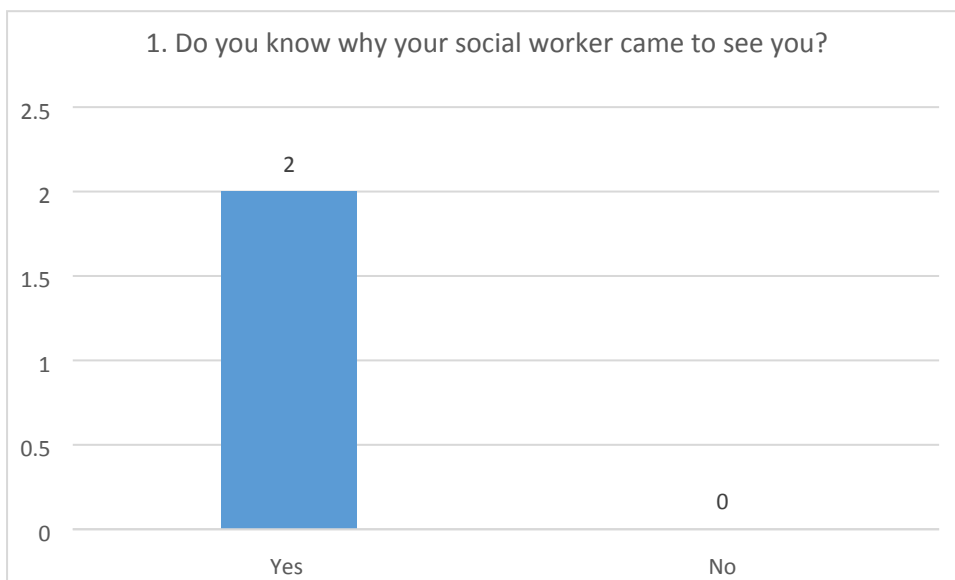
- “She’s easy to talk to...just listens and checks everything is ok.”
- “The kids love her and will miss her.”
- “She [SW] definitely listens to the children.”

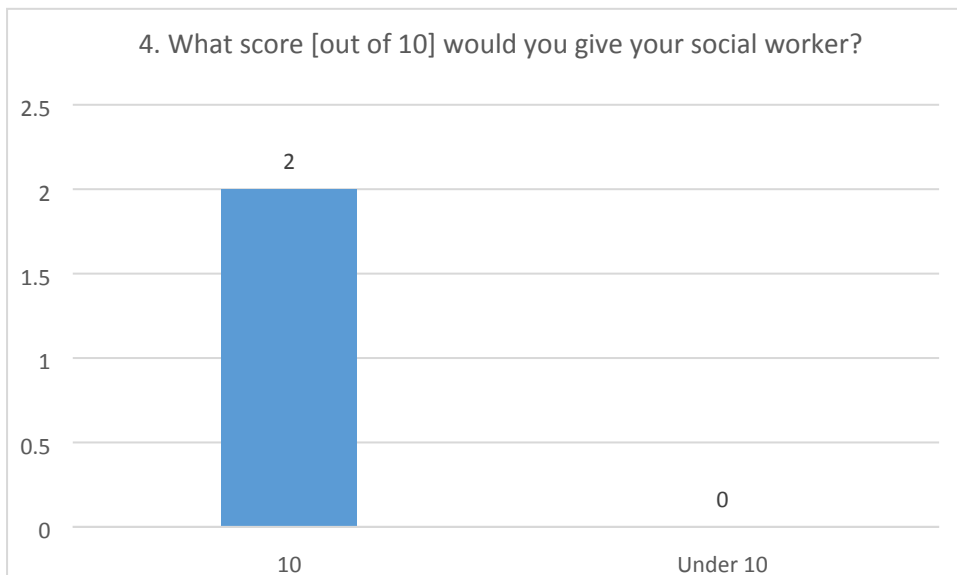
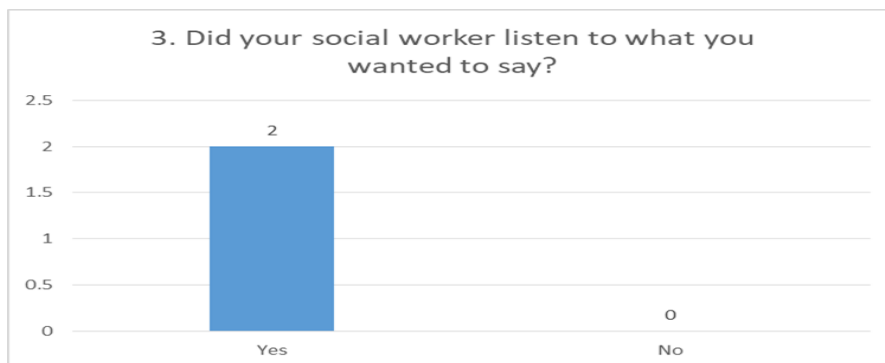
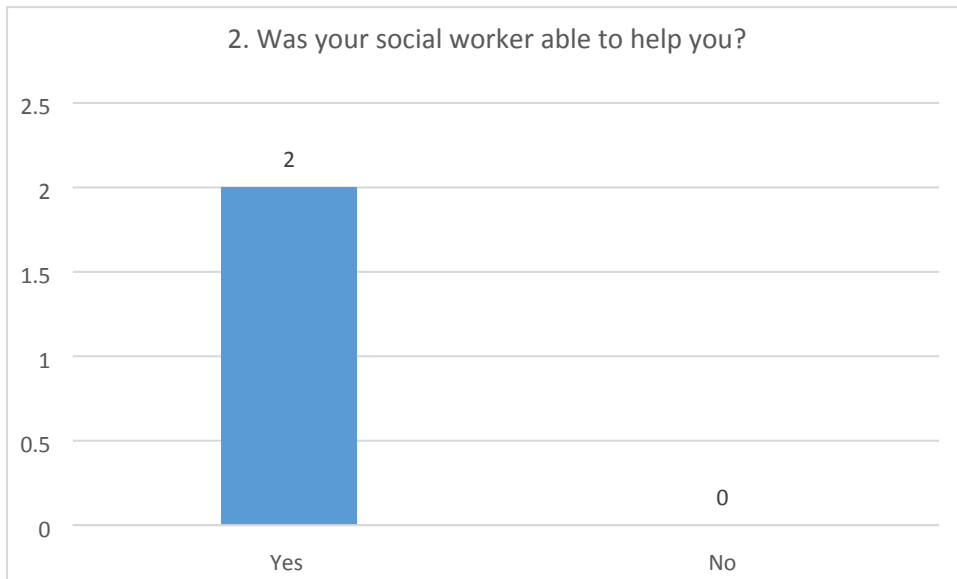


- "I hope they can help with housing."

## B. YOUNG CHILDREN IN NEED

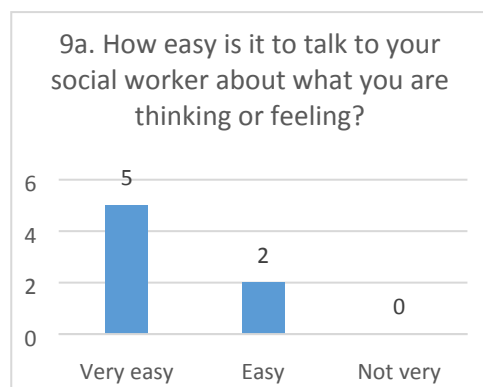
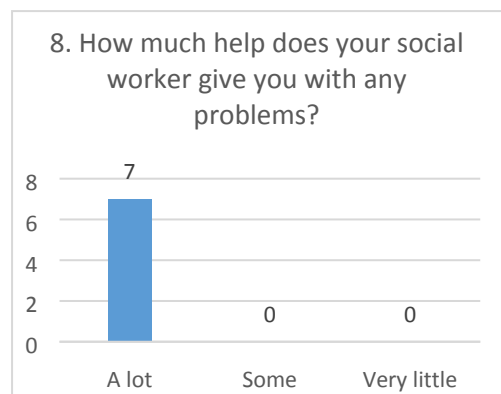
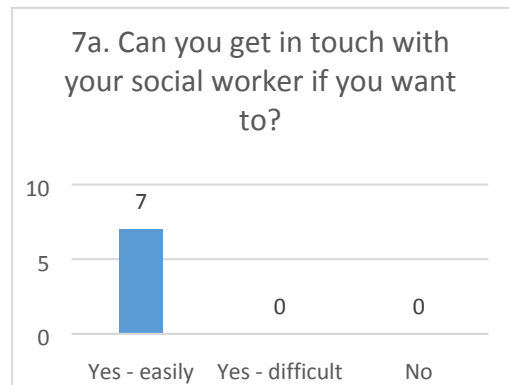
Both children answered all questions in the affirmative and gave their social worker top marks (10 out of 10).





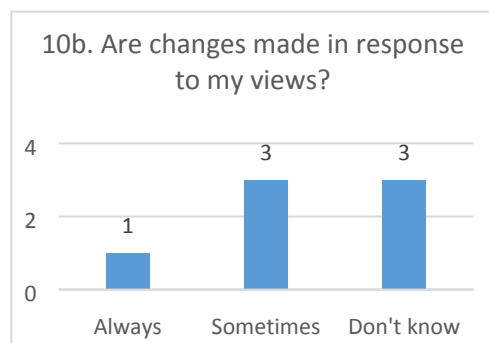
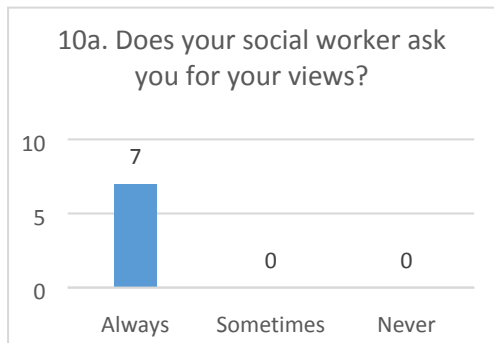
## APPENDIX 2 – Looked After Children Survey

### SOCIAL WORKER

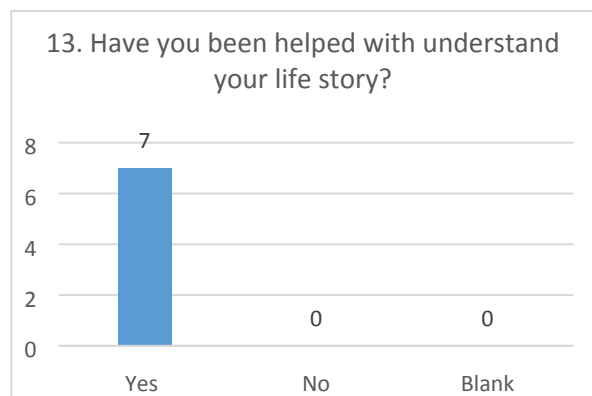
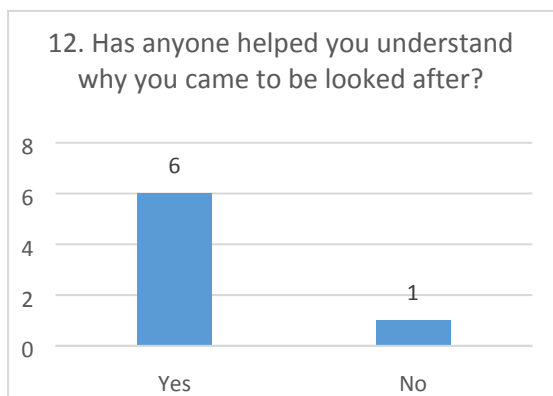


**9b. What is it about your social worker that makes you feel this way? What helps you talk or stops you talking with them?**

- "It really helps me to talk with my social worker."
- "She asks what help I need to be cheerful and happy."
- "I get along with him very well."
- "He listens to me and talks slowly."
- "Friendly"
- "Not much English but happy here."

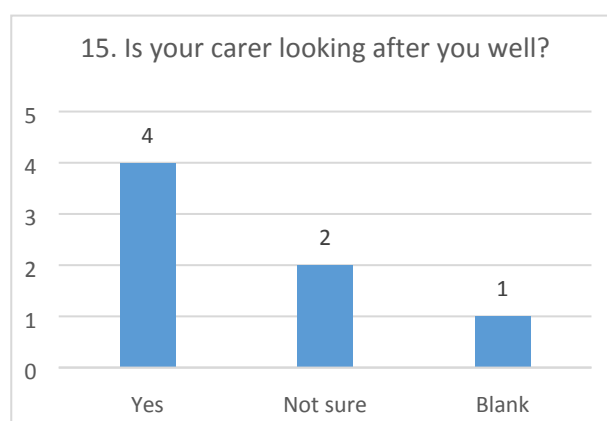
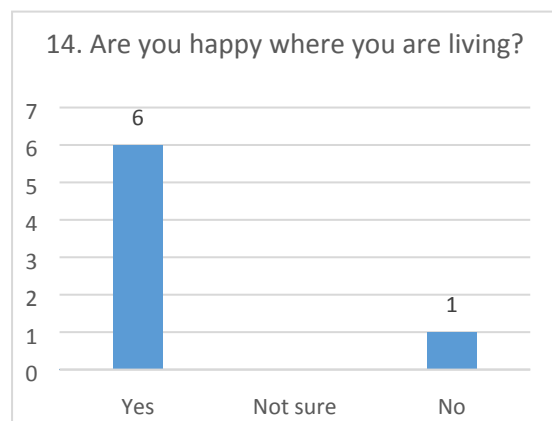


**11. Reasons why Looked After**

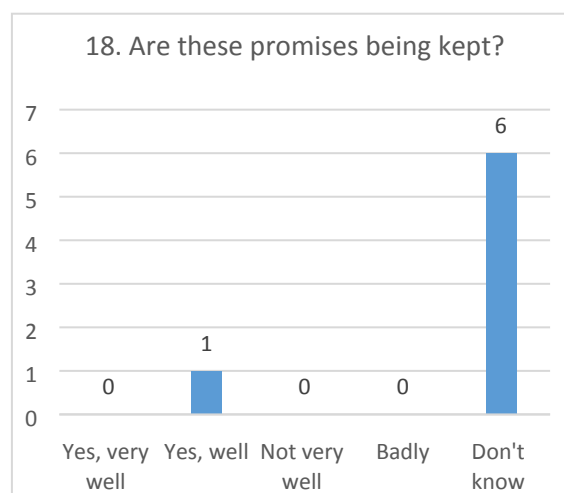
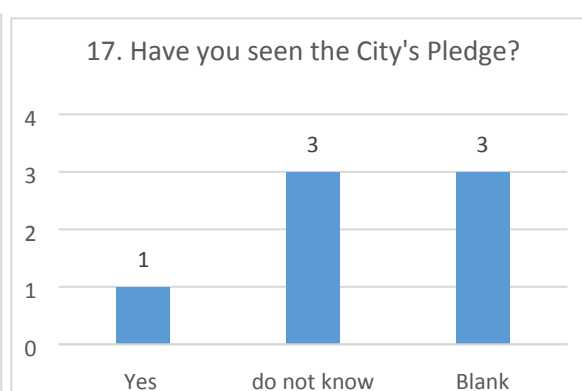
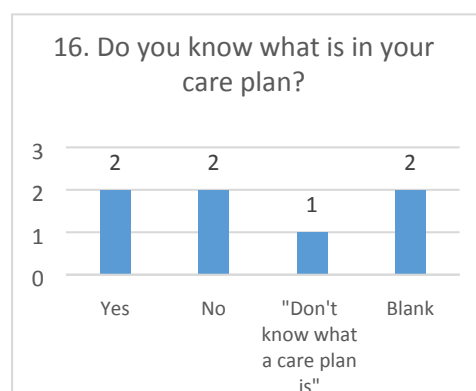


- "I know my life story."
- "I came here from Afghanistan."
- "I'm an unaccompanied minor."

## **CARE**

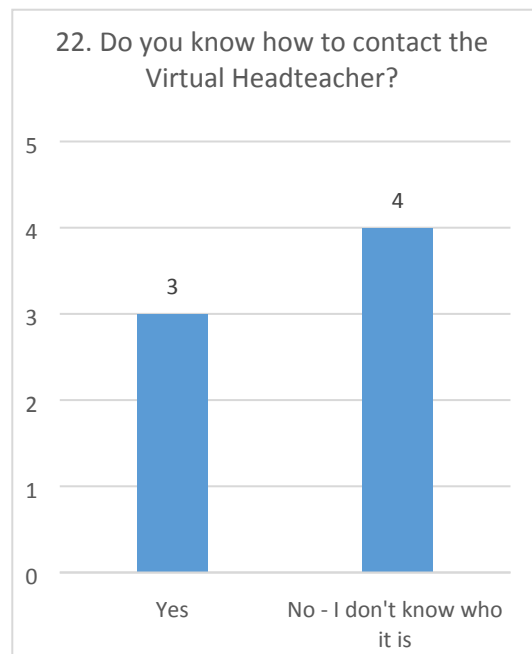
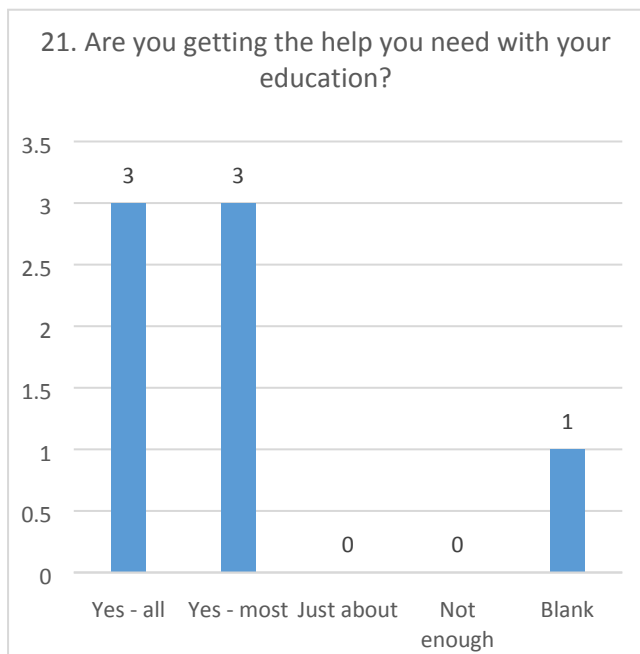
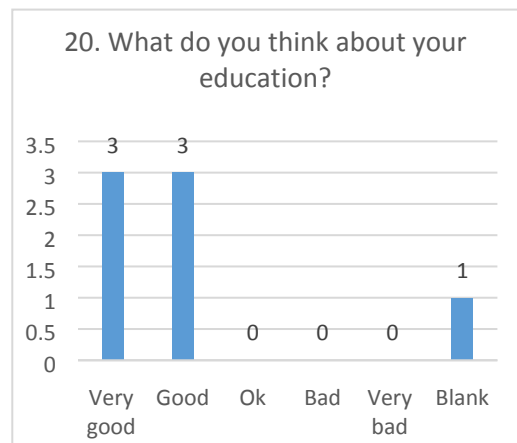
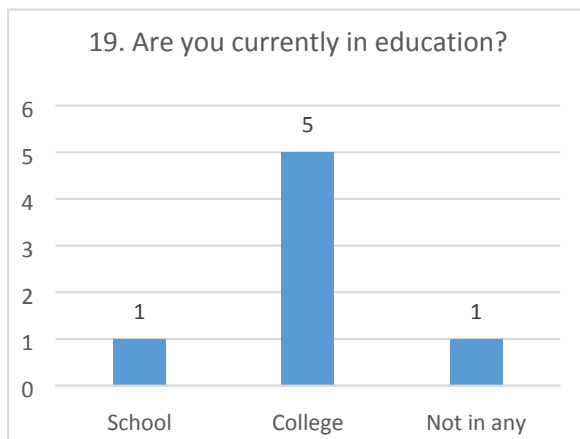


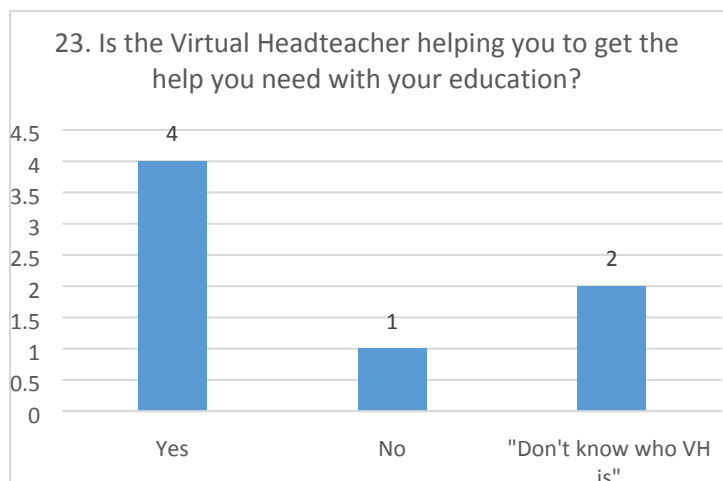
- "Yes, but I would like my own flat."
- "My foster carer is good. If problem, always helps."
- "They look after me well."
- "I have changed foster carers."
- "She constantly complains at me."
- "Foster carer helps with most things."



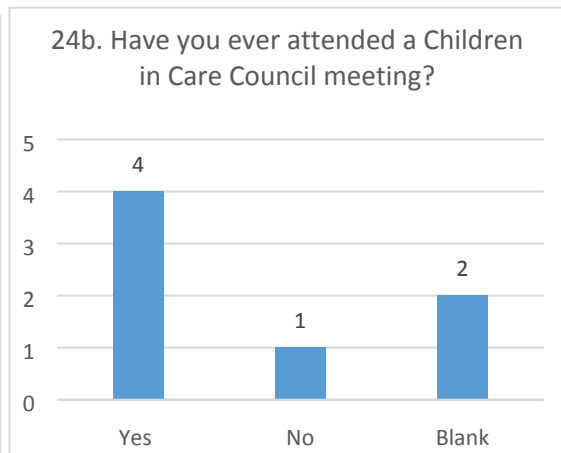
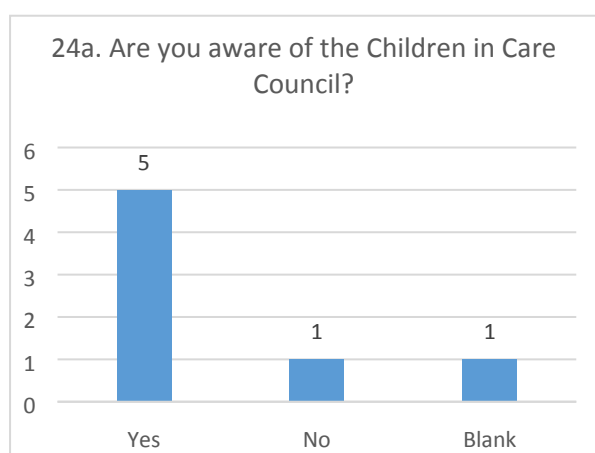


## **EDUCATION**

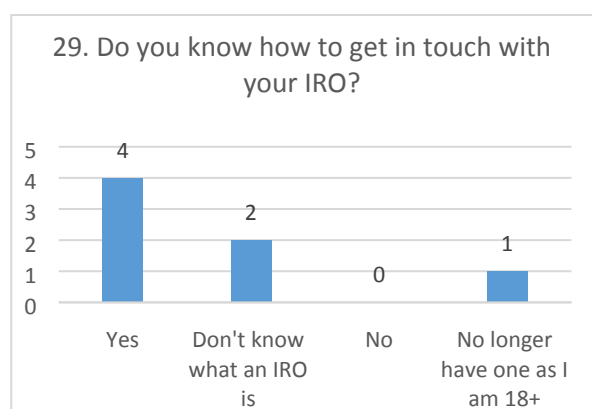
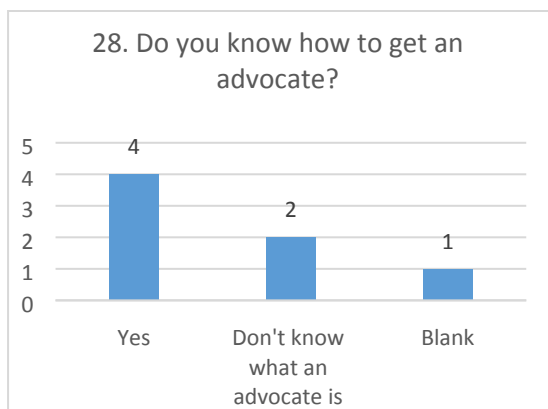
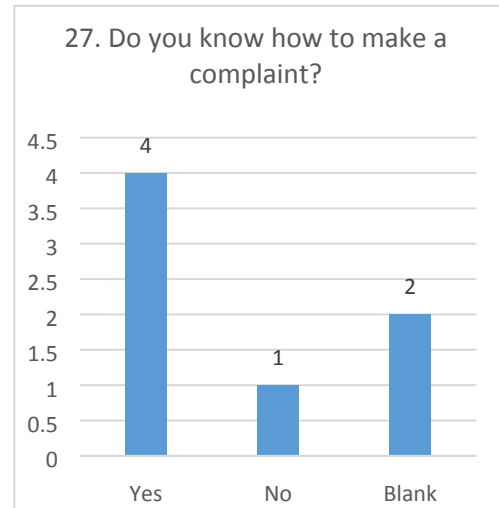
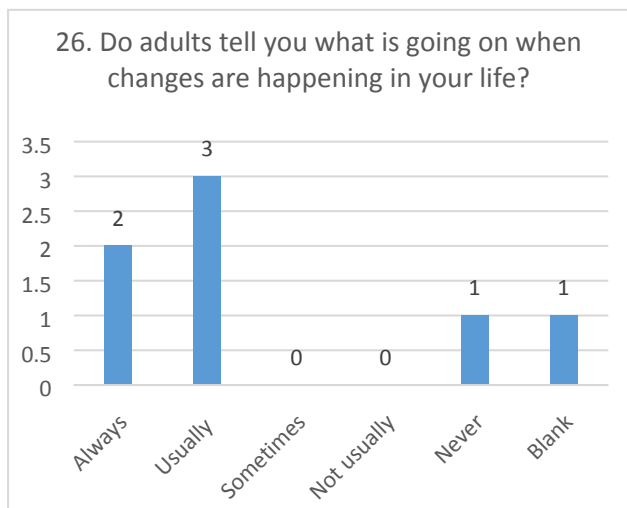
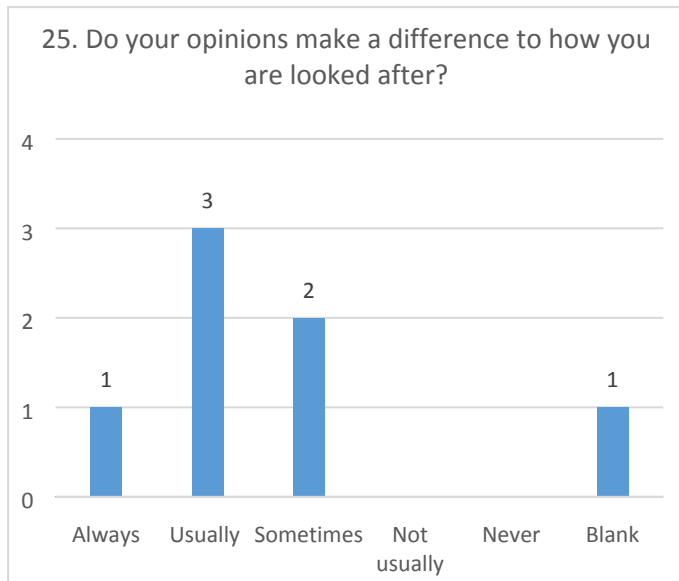


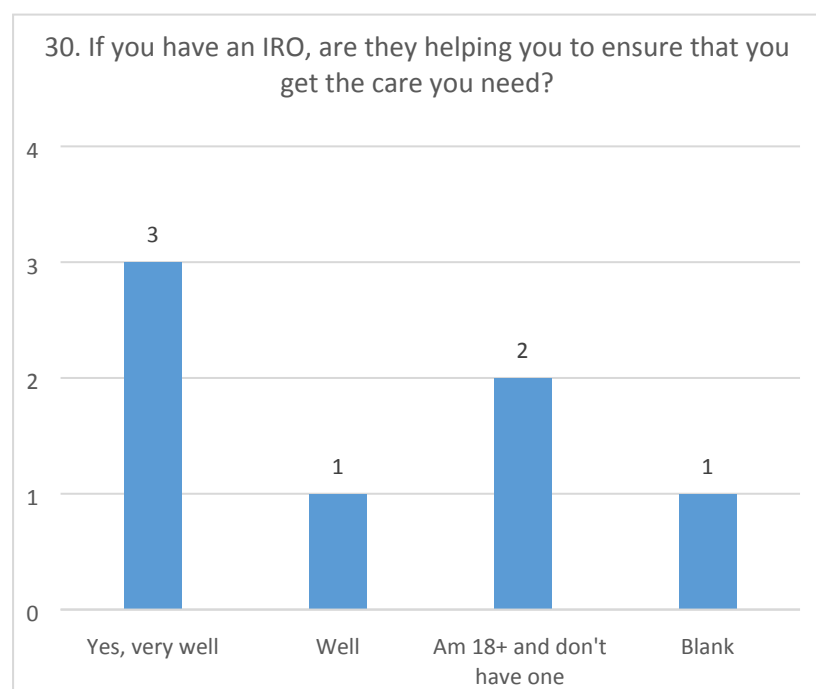


## **INVOLVEMENT**

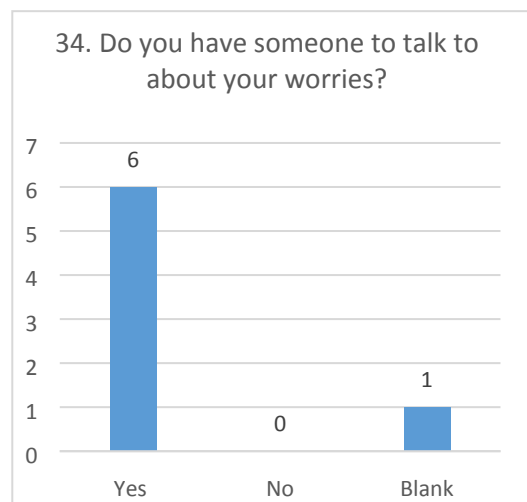
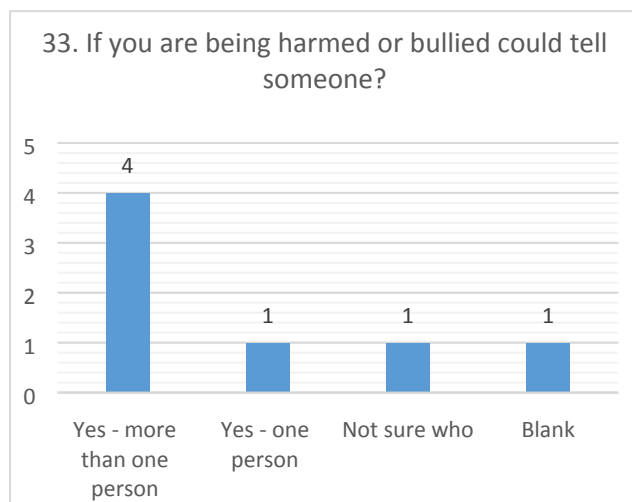
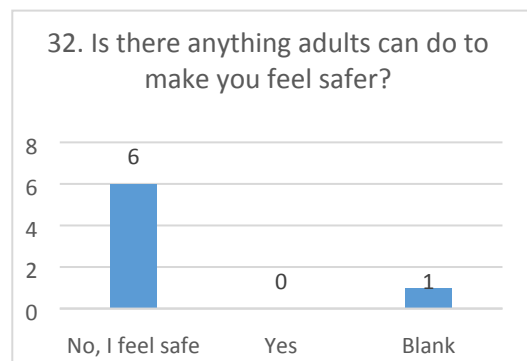
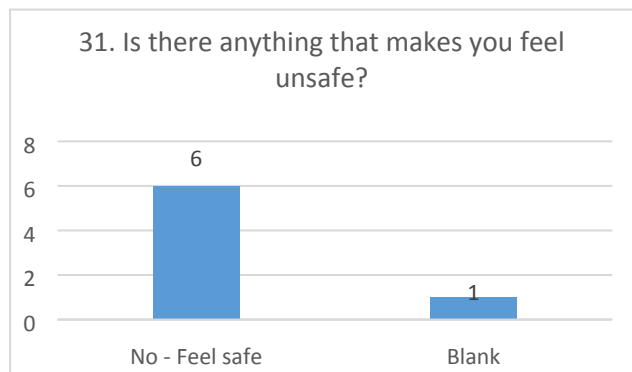


- "They are perfect."
- "People's views are always heard."
- "I don't understand."
- "It's for information."
- "To have a good future."
- "I like the fun days."

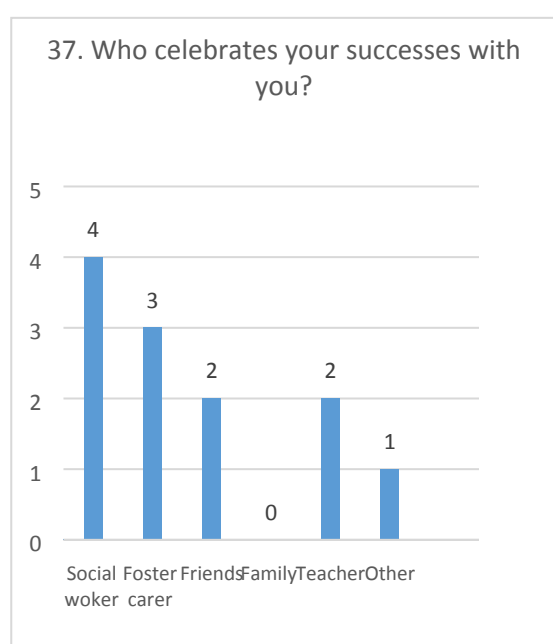
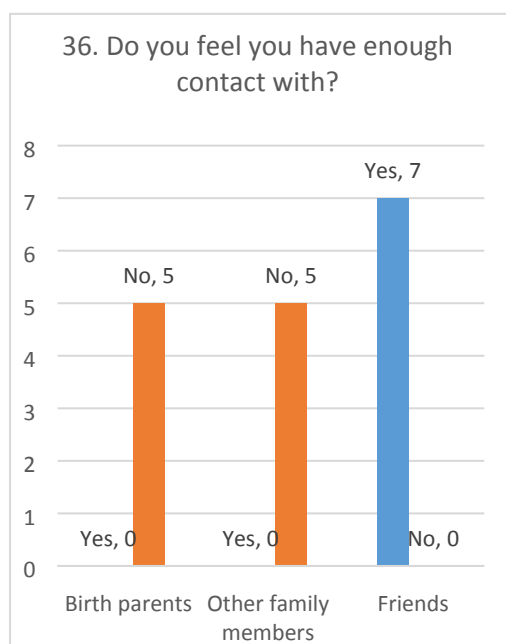




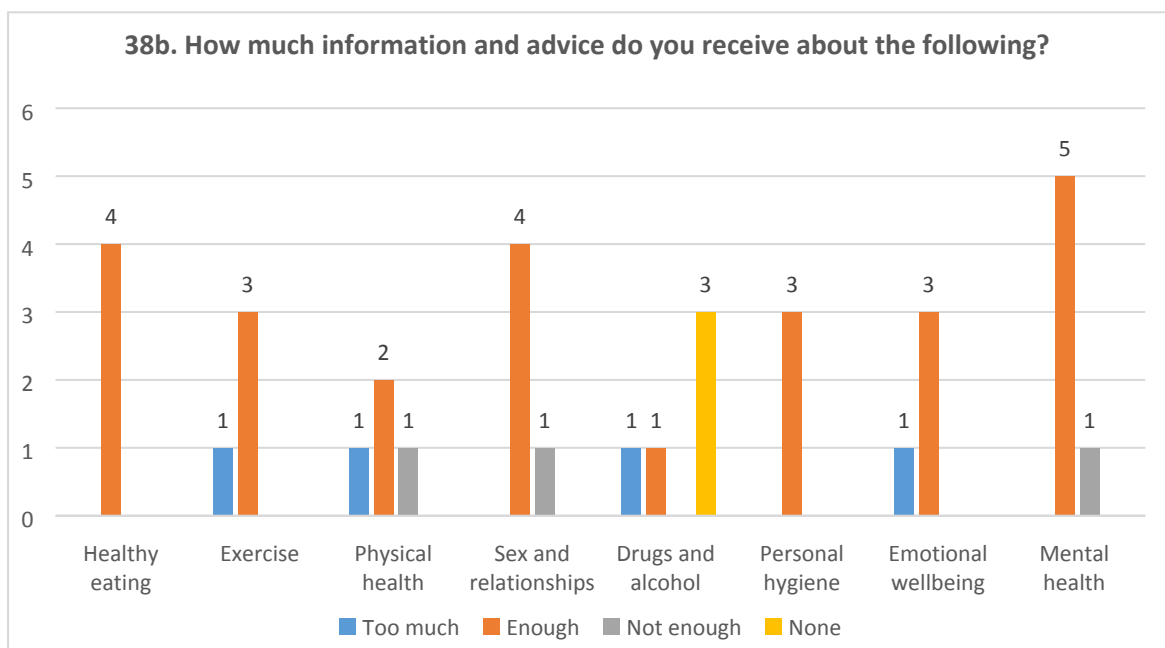
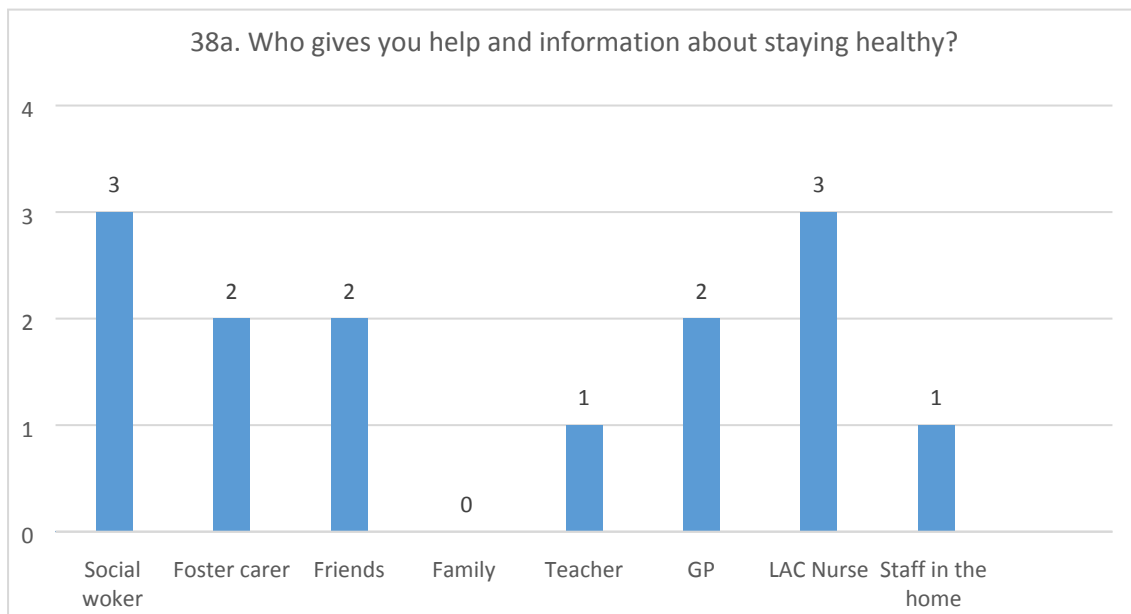
## **SAFETY**



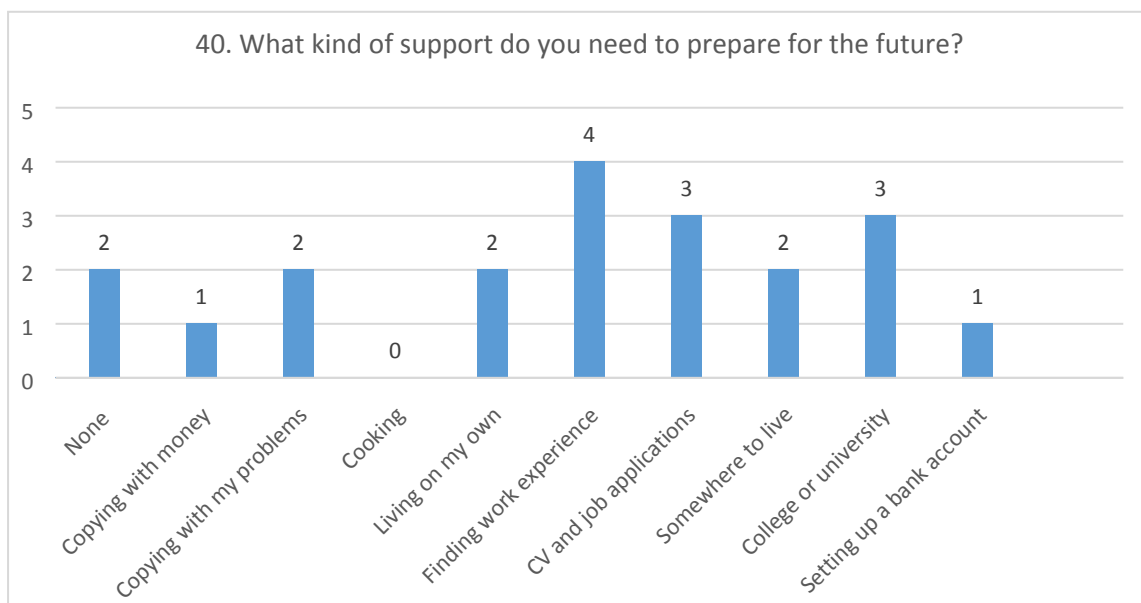
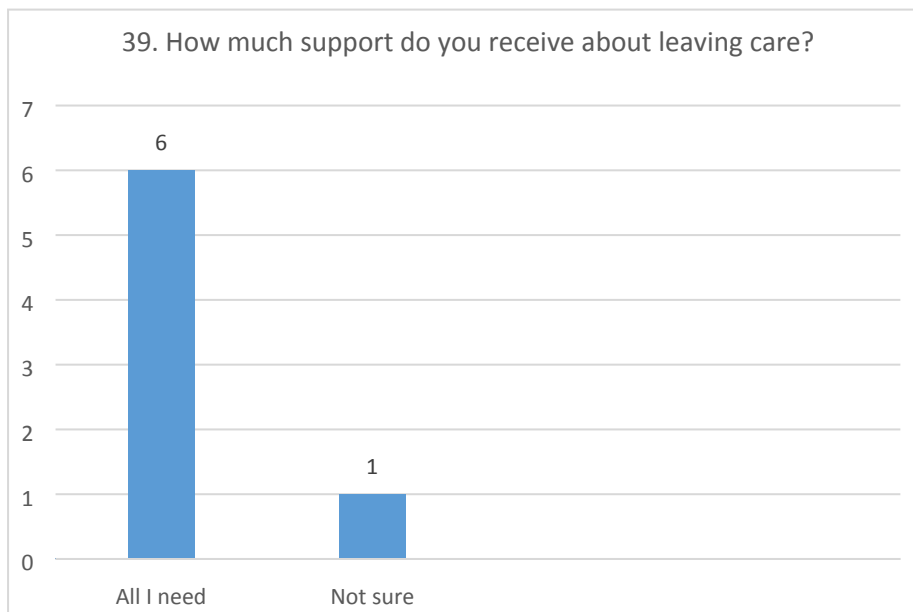
## **SOCIAL CONTACTS**



## HEALTH



## **FUTURE**

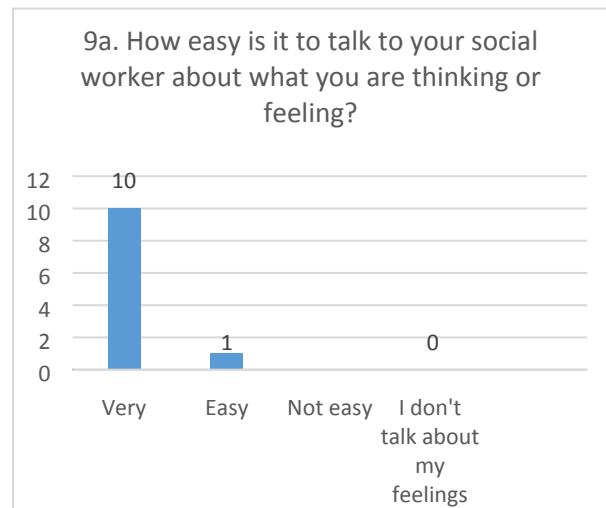
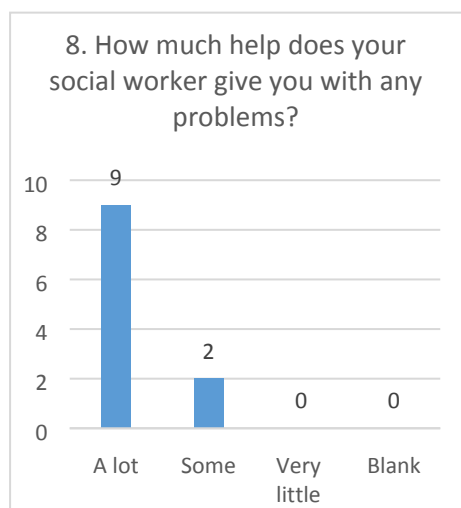
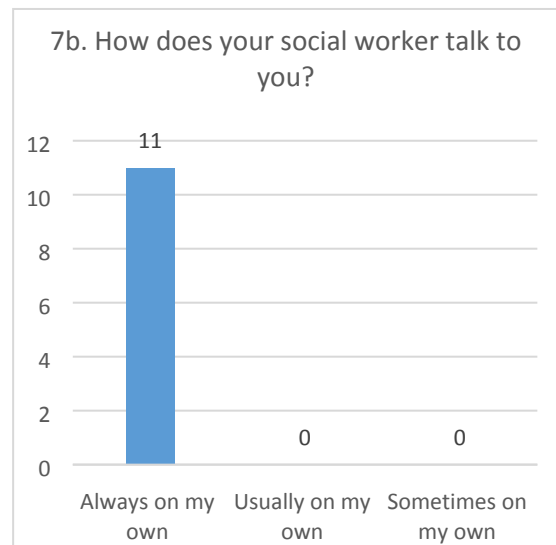
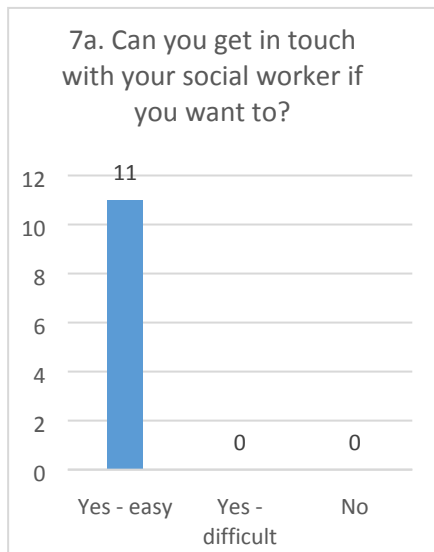


### **41. Please tell us about other help you would like from the City**

- "I want to be put in a university."
- "I would like to live independently."
- "Starting college in September."
- "Thanks for reading."

## APPENDIX 3 – Care Leavers Survey

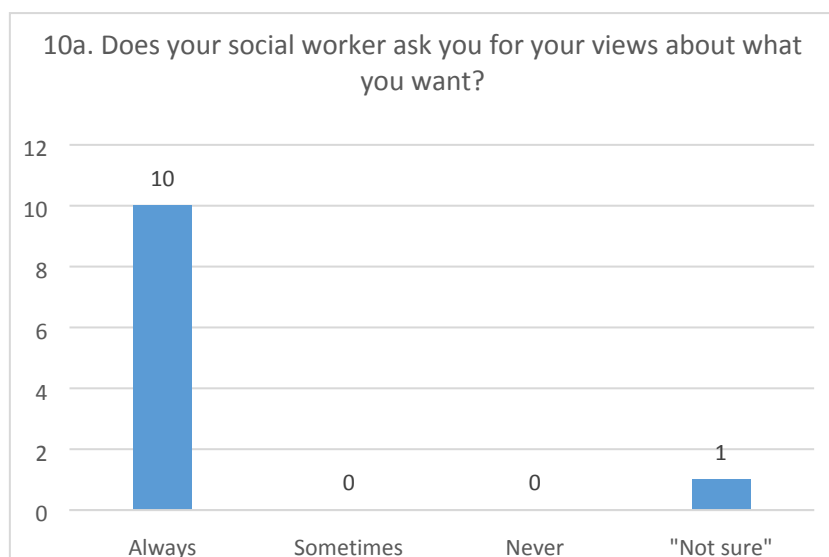
### SOCIAL WORKER



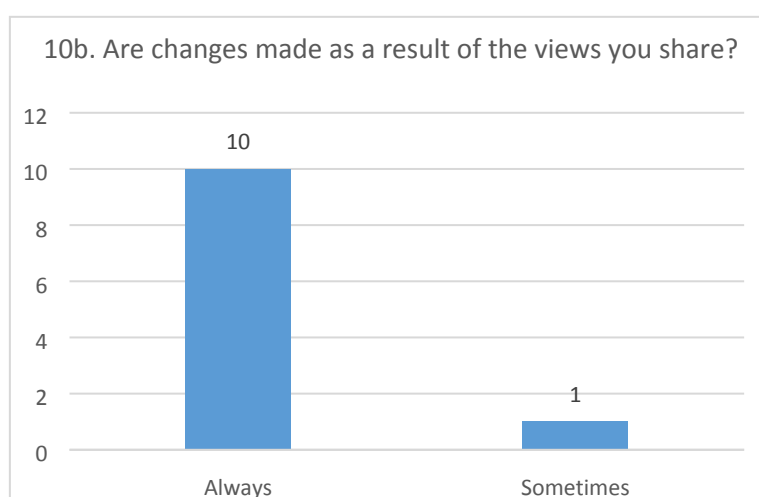
### 9b. What is it about your social worker that makes you feel this way?

- "She's new but she's good...always there."
- "She's friendly. Before I had J. She was brilliant."
- "She understands me. She's the same age as my big sister."
- "She's a nice lady, always answers the phone or messages me. All my social workers have been very good."
- "She replies quickly and we meet every 6 weeks. I'm happy with that."
- "I trust her."
- "Everything I like, she says 'ok, we'll do that.'"
- "I know him long time. Always listen to me."
- "They are so friendly, so helpful."
- "She's kind. But she's leaving in July."
- "Any problem I have, I ask for help. The keyworker sorts it out, mostly, not my social worker."



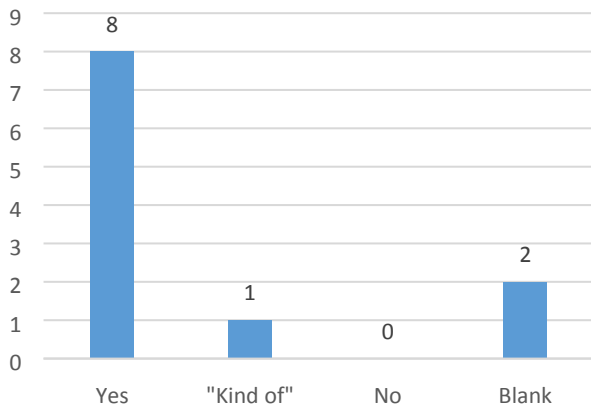


- "They care about my life and what I do."
- "Any problem, they help...the keyworker too."
- "I can ask my social worker and keyworker anything. We know each other well. Once I have a job we'll have less contact."
- "He always allows me to give my opinion."



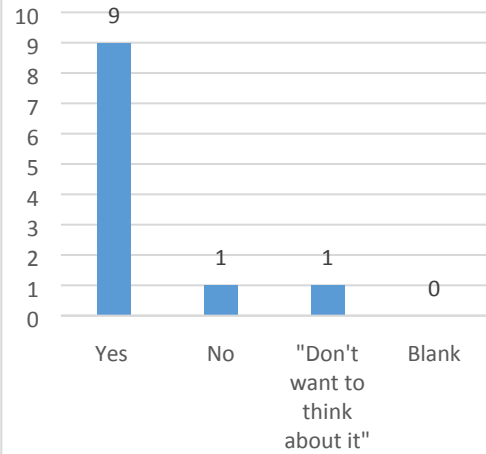
- "For example, I needed a solicitor quickly. She called a lot of people. She chased them and then they helped."
- "I want to change my house. They said they'd find somewhere different, but that was too small. They're looking but I'm still waiting."
- "They helped me change college so I could do the course I wanted to do."
- "What she (SW) can't do, she goes and asks. She always tries."
- "When I don't like something I make an appointment. Then they do exactly what I like."
- "She's honest with me. That's good for me."
- "The company that fixes things in my flat is bad. I complained and my social worker stepped in. She's quick."
- "Some time ago I was struggling. The (social work) manager was a bit funny with me. I had a hospital appointment and job seekers appointment at the same time. So they sanctioned me and I got into debt. I had to walk on foot to pick up food vouchers. But my old foster family supported me."

11. Has anyone worked with you to help you understand the reasons why you came to be looked after?



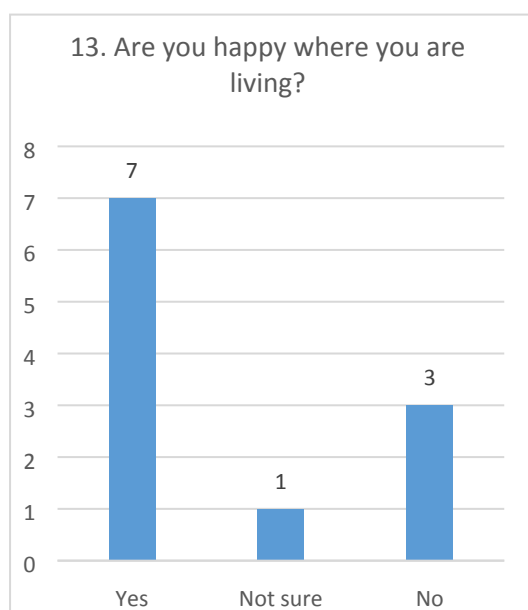
- "I got a stack of papers when I left foster care. I read it, it was so emotional. I got offered counselling in secondary school."
- "I was very young. I don't like to discuss it. It reminds me and I get upset."
- "I've been in this country so long, I don't want to talk about it."

12. Have you been helped with understand your life story?

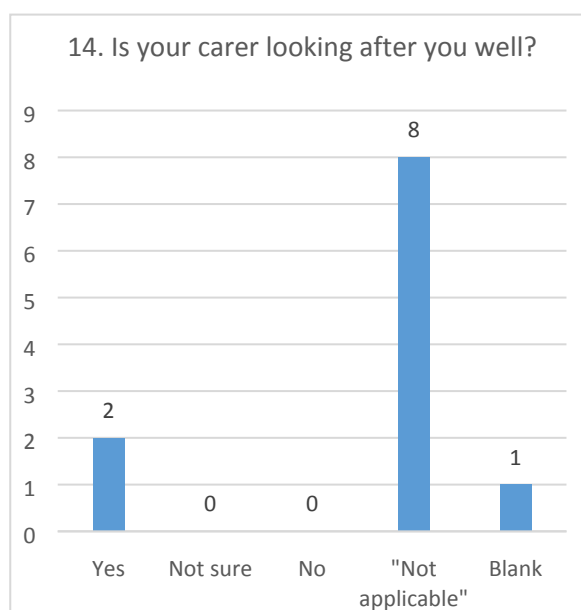


- Yes, at the beginning, when I came into care."
- "It's about the present now. I don't want the emotions to come back."
- "I have a very bad story. I don't want to go to the past. I think about life now."
- "I have Leave to Remain. I'm like an English boy now."
- "We talk about my family and background and they give me £5 every week to talk with my family."
- "I would have liked more support. I worked through it by myself."

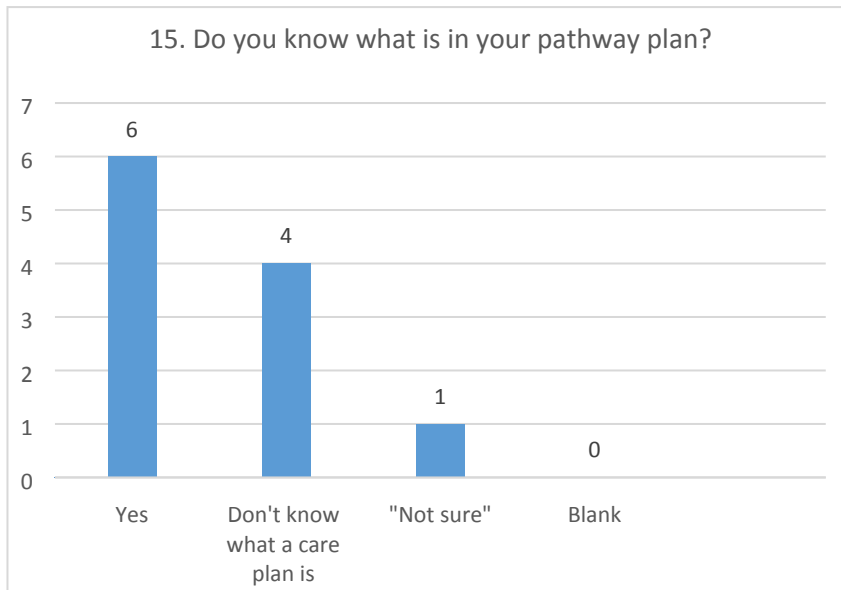
## **CARE**



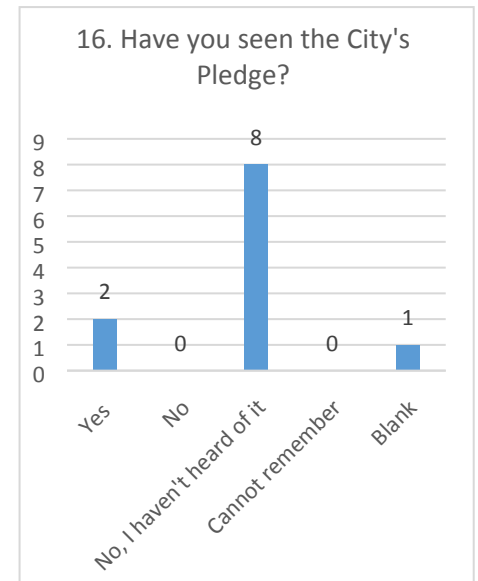
- "Quiet place and good neighbours."
- "I like it, a small room with kitchen. And I don't have to share. Like a student hostel."
- "It's a bit falling down but its good. I don't ask for much."
- "Its on the ground floor and I'm sometimes scared. I asked to move but the social worker said they can't do anything. So I stay. It's ok."
- "Very happy. I have everything now."
- "No, I want to move."
- "It's fine. CoL helped a lot and I feel settled here."
- "I'm having problems with my neighbour. The landlord is not happy with me."



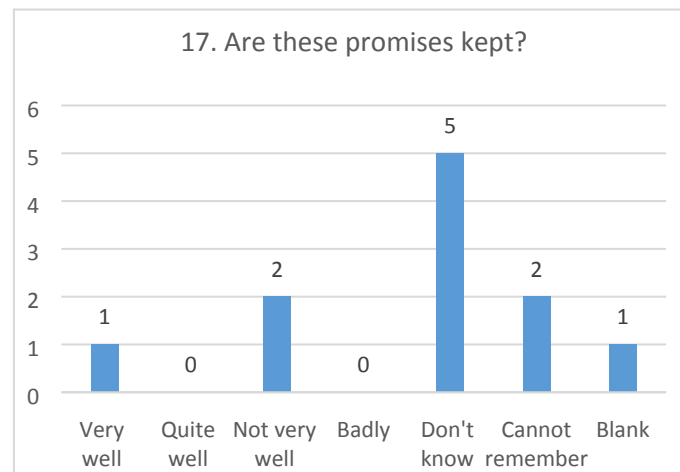
- "Always listen to me."
- "I liked being in foster care. They helped me a lot and told me everything I needed to know."
- "When I came into foster care, I was too shy to open the fridge for 3 months. I'd never lived in someone else's home before. It's a strange experience, in a strange house."



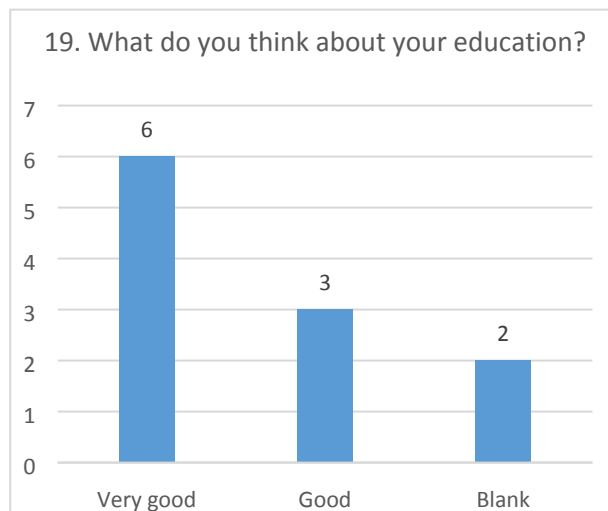
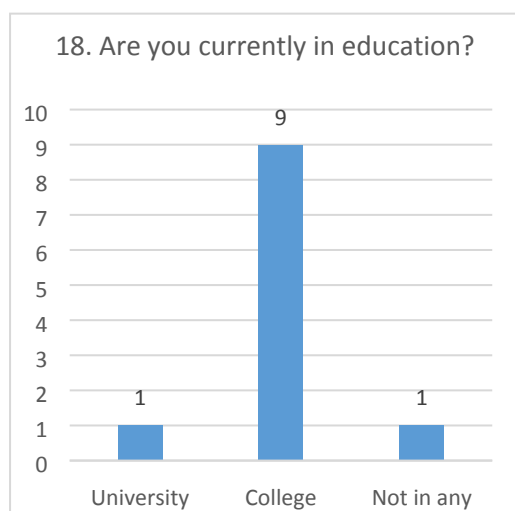
- "Not sure."
- "Yes, I want to be a barber."
- "Every 6 months I received a booklet."
- "I went over it with my social worker. At the beginning I was confused, not sure what to include. I asked a lot of questions, she always answered."
- "Yes, I want to finish my studies. I want to work hard and try and buy a flat, later."
- "Yes, we talked about how I can have a good future."



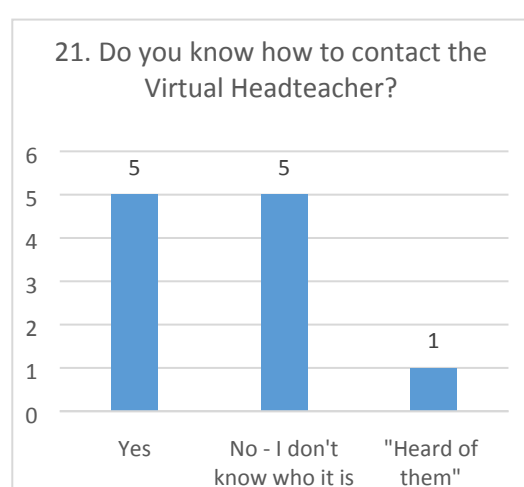
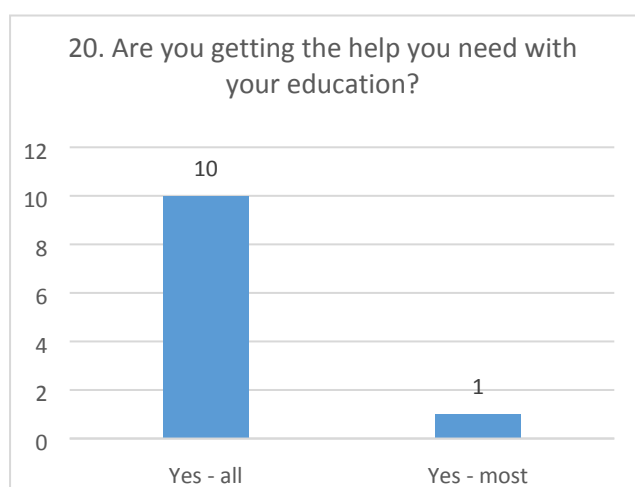
- "Not sure."
- "They are vague on what they can do for you. You're on your own. They should be much clearer on what you can get."



## **EDUCATION**

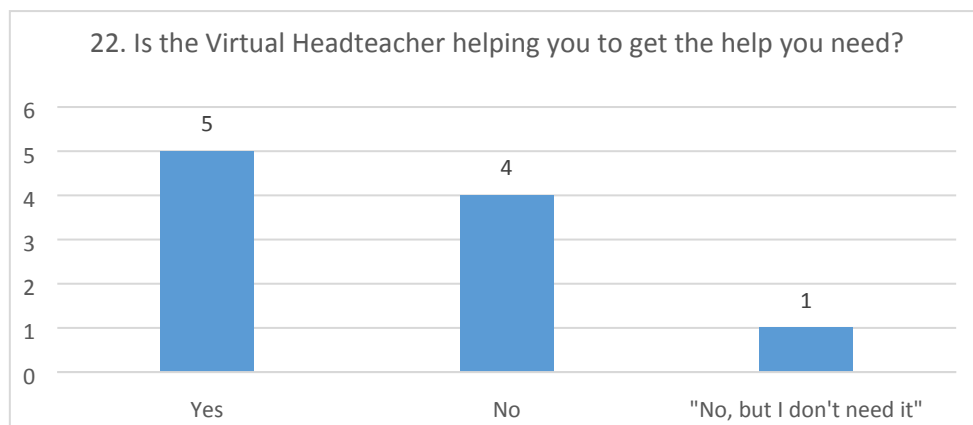


- “I’m doing jewellery making and design. I love it. I found it myself when I went on apprenticeship websites.”
- “I’m starting my proper degree [after a Foundation year] in Mechanical Engineering. I’m really excited.”



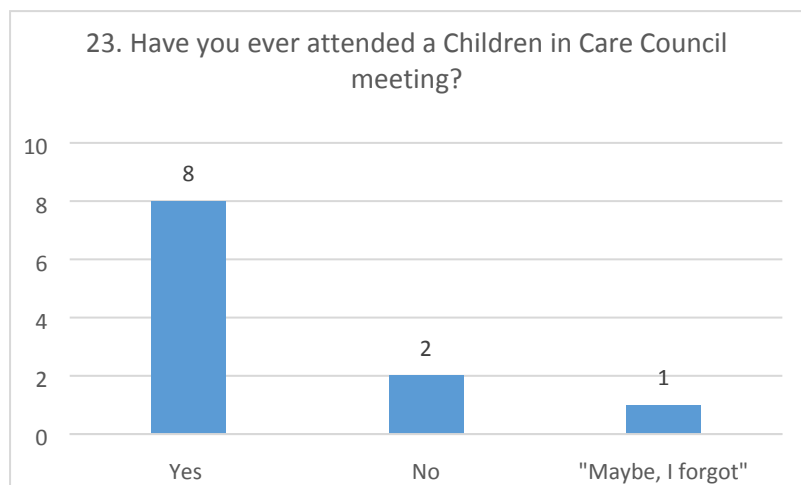
- “They provide me with lots. I got a laptop, it broke. I got another one.”
- “My old social worker really explored my interests with me. It helped a lot.”
- “I’m looking forward to my course in Business Studies. My keyworker helps with everything.”
- “You can get a bursary if you’re looked after. I got £2000.”

- “We had a few meetings.”
- “No one explained this to me.”



- "I didn't ask her for anything. My social worker is doing everything. She's very helpful."
- "Two years ago J helped me a lot. I haven't seen them since. I want to do Plumbing and Engineering. I will ask my social worker for help."
- They helped with my A levels. I got Chemistry tuition."
- "Kim helps if I need anything. She's fantastic."
- "The Education Department is fantastic. The meetings were really really helpful. What I'm now is due to them. I passed my Car Mechanic level3 and am ready to go to work."

## **INVOLVEMENT**



- "Maybe, I forget."
- "Lots of guys from my country go that I don't want to meet, so I don't go."
- "I don't go but I do like it."
- "I would like to go but don't have the time."
- "I would have liked to go to Scotland."
- "I get the letters but I'm too old to go now."
- "I don't go to the meetings but I come on the holidays."
- "I speak with Rose outside."
- "I always attend, they are good meetings."

### 23B. What's its purpose

- "It's for younger kids."
- "To help people decide what to do with their lives."
- "It helps with everything."
- "It's about how children are doing in their lives."
- "To hear our voice."
- "To share problems with each other."

### 23 C. What to achieve?

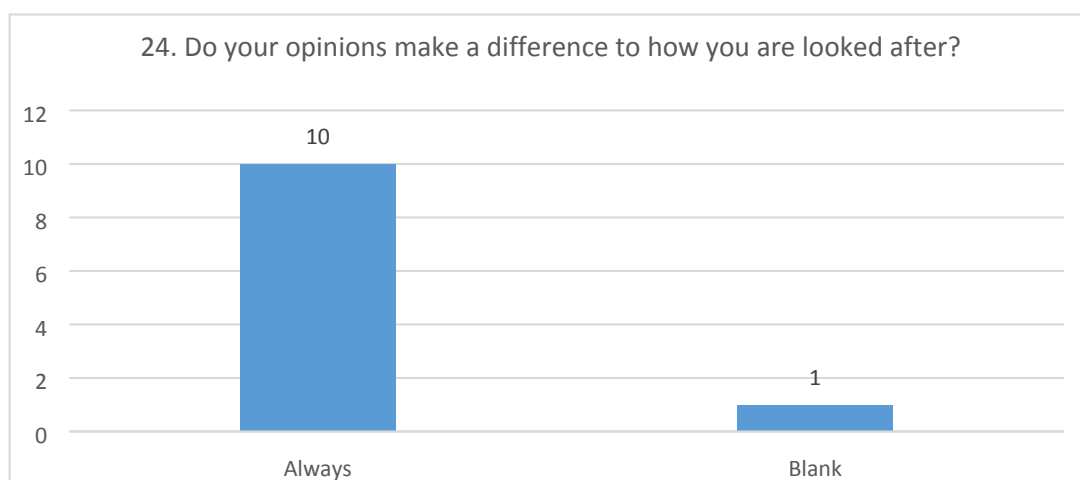
- "To listen."
- "We talk about life. How to be safe, secure, healthy, study, find support..."

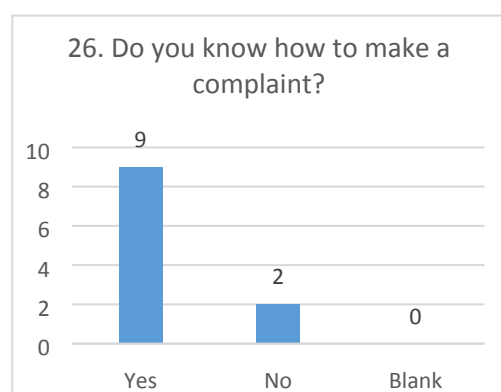
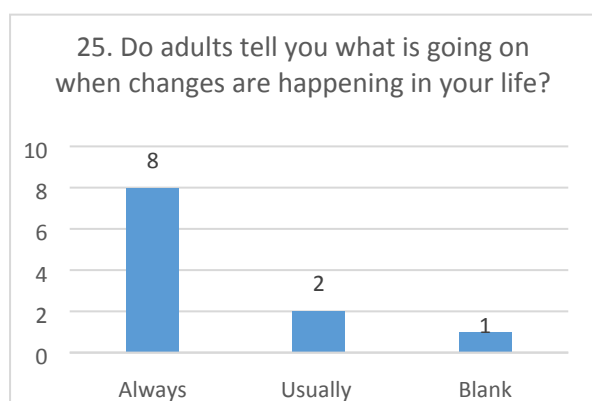
### 23 D. What do better?

- "Have more fun."
- "Do more online activities."
- "Make other provision for people who can't attend."
- "They are good as they are."
- "Have more stuff for older people."
- "More trips and longer trips, not just Monday to Friday, 2 weeks."
- "They are doing very well."

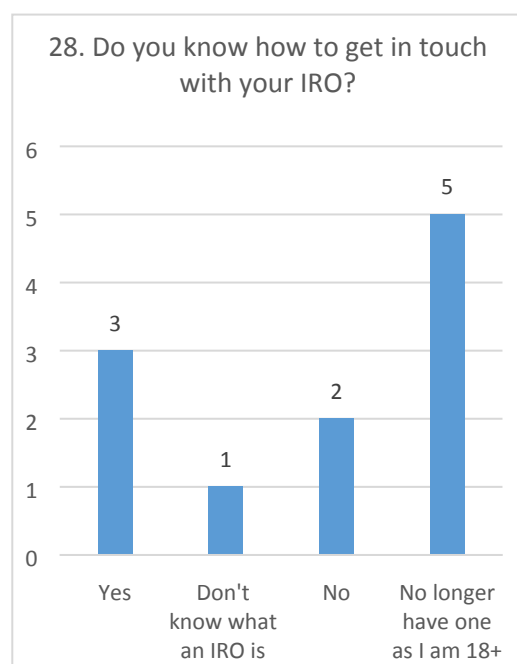
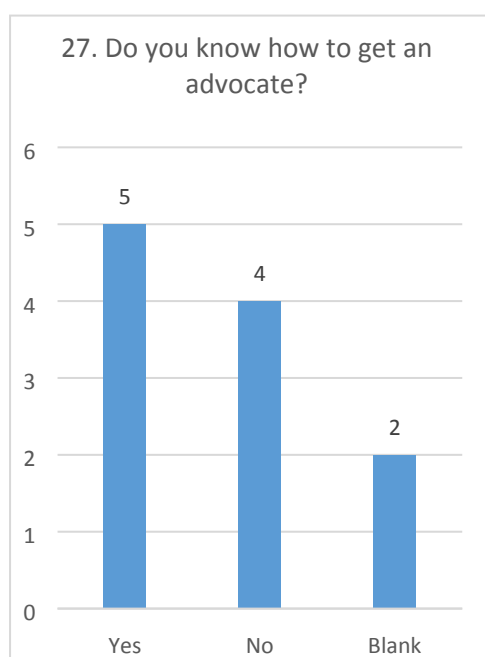
### 23 E. What do you like about CiCC?

- "I liked the Wales trip. I want to go again."
- "We did a programme at the CiCC 'How to cope with difficulties on your own.'"
- "They ask for my input. I like to have my say."
- "It's really good. My opinions are heard."
- "Rose is very good. She's always trying to help everybody."
- "We chose what we want to do."
- "I like it a lot."
- "This year I can't come [on the trip] because of work. Rose said, 'We will miss you.'"
- "It's really good. It invites managers to talk to us."
- "Rose is kind and helpful. I'd like to help City of London too."





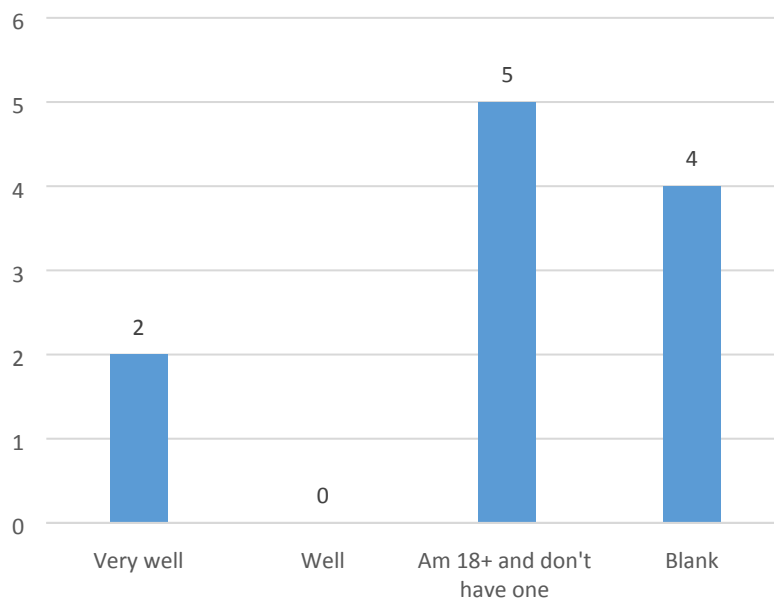
- "If I have a problem, I ask for the manager."
- "There is no reason to complain, everything is good."
- "I never have any problems."
- "If I'd known I would have made a complaint when I was younger."



- "My social worker sorts everything out."
- "I didn't get on so well with my first social worker. We had a meeting with the advocate. It helped getting it off my chest and it improved."
- "I have their email and telephone number."

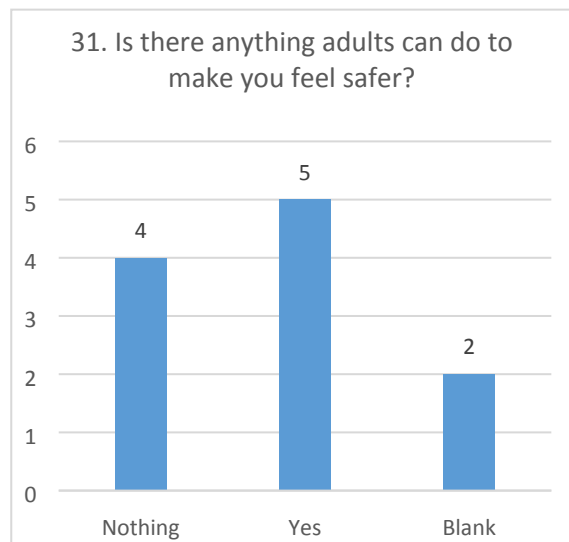
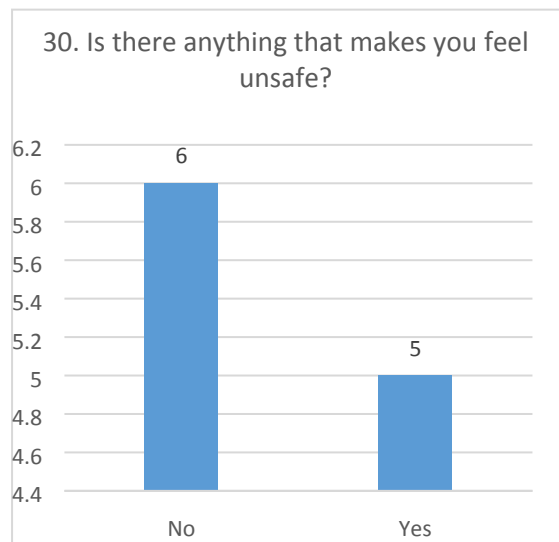


29. If you have an IRO, are they helping you to ensure that you get the care you need?



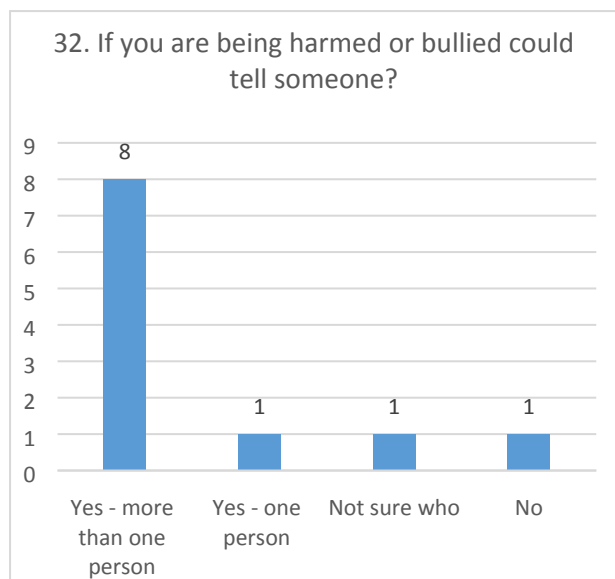
"Used to, when I was younger."

## **SAFETY**

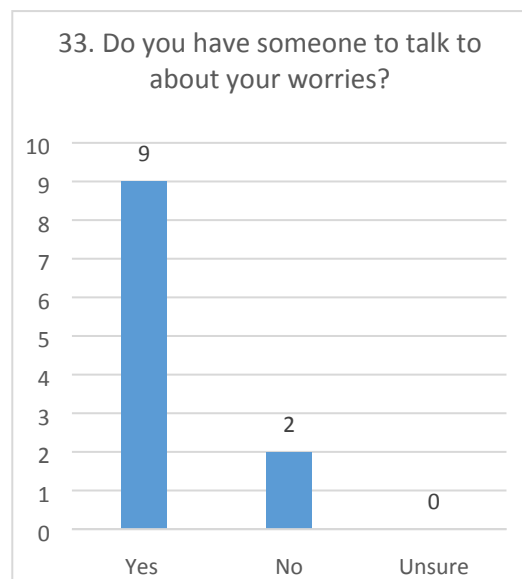


- "I don't like where I live. Many people are killed here."
- "It's 100% safe where I live."
- "It depends how you are. Don't go to trouble, go somewhere different."
- "My neighbourhood is safe."
- "I'm happy with things."
- "I've seen many people doing bad things. It's not safe here."
- "I don't feel safe in my flat. I came home one evening and someone was smoking hashish outside my door, inside the building."
- "I live on the ground floor and worry that someone might break the windows and get in. There is nothing to protect the windows. I'm scared."
- "There have been a couple of incidents. There are drug addicts in my block, it's everywhere."

- "Move me out of this area."
- "The police could patrol more."
- "Move me to the first floor."

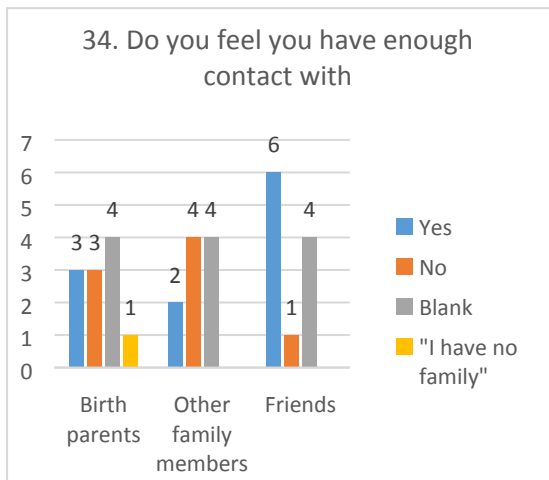


- "I'd talk to my social worker and my tutor."
- "My keyworker and my friend."
- "I was bullied when I was younger, not now. I have good friendships."
- "I would go to my old foster family. I'm still really close with them."
- "My social worker. I have no friends, I'm all alone."

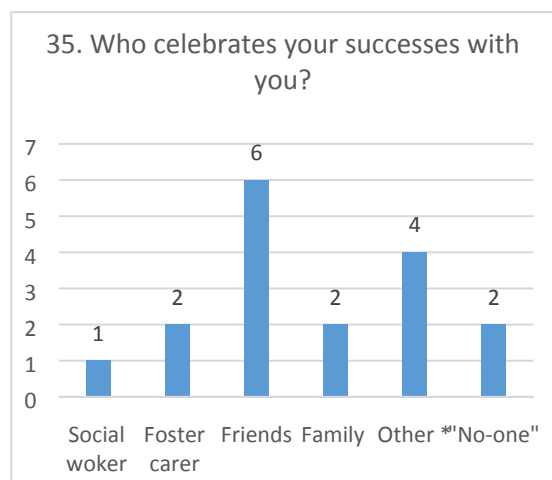


- "My social worker says 'You worry too much.'"

## - SOCIAL CONTACTS

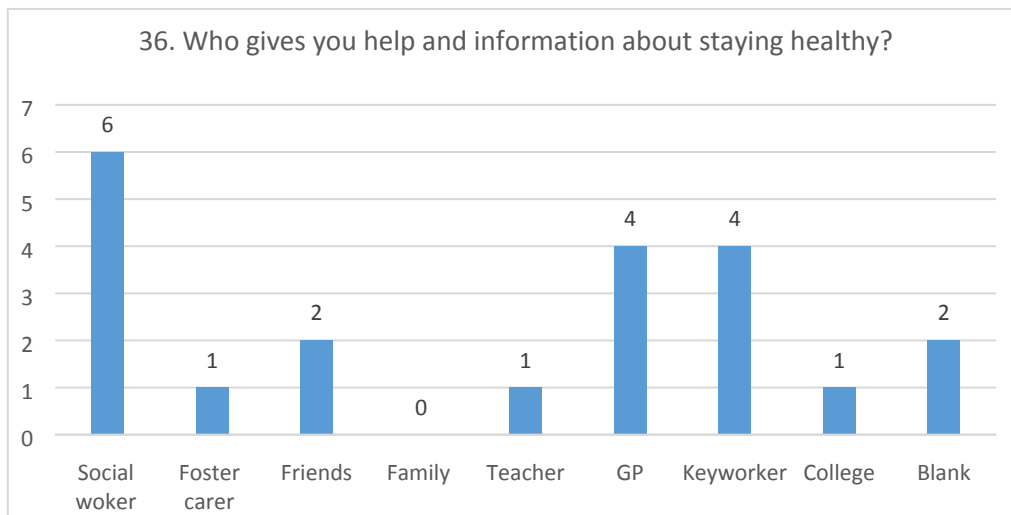


- "I have no one. If I did, I wouldn't be here."
- "I miss my Mum."
- "My Mum still has issues. She's homeless"
- "I have no family, but I have some friends."

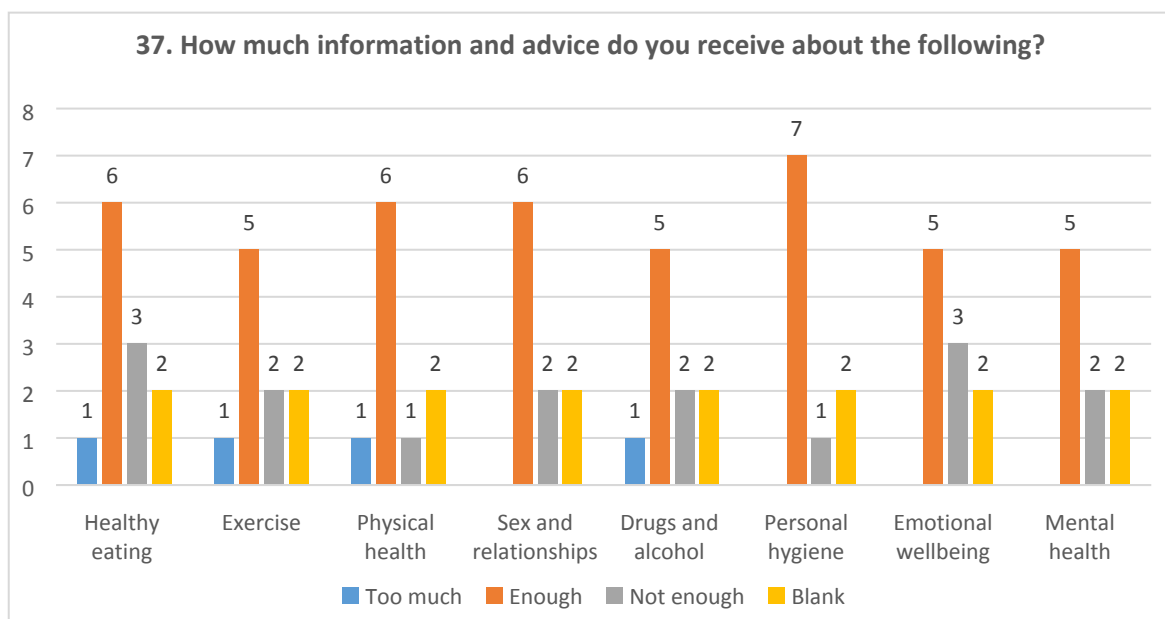


- "I don't celebrate. I don't do anything on my birthday."
- "My foster family and my mates."
- "Family and friends."
- "I don't have many friends."
- "Just my boyfriend."
- "I don't celebrate. Last Eid was a very bad situation in Sudan. I just worry."

## HEALTH

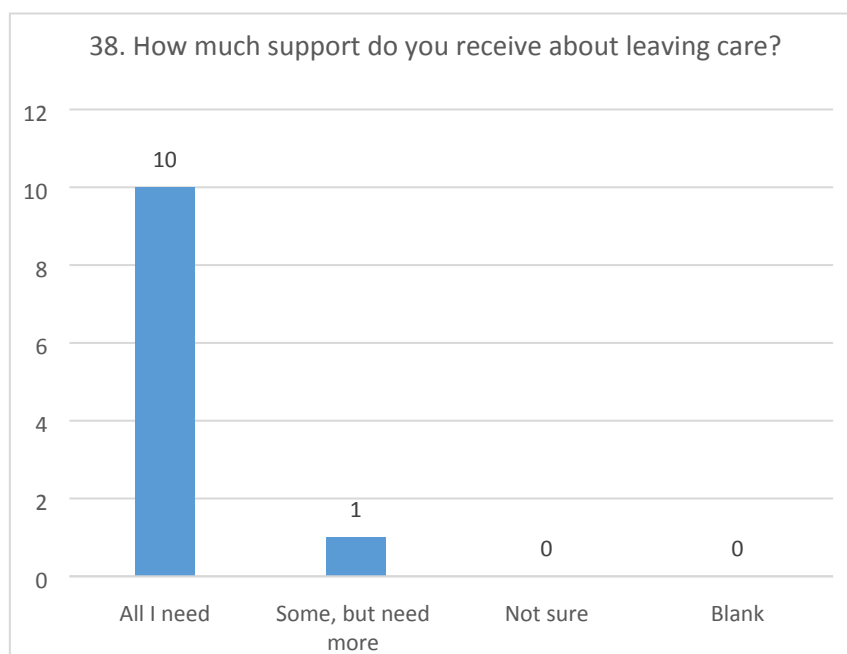


- "I can't get an appointment with my GP. Last week I felt dizzy. They said ring at 8 in the morning. When I called no one answered. I called later they didn't have appointments. I give up."

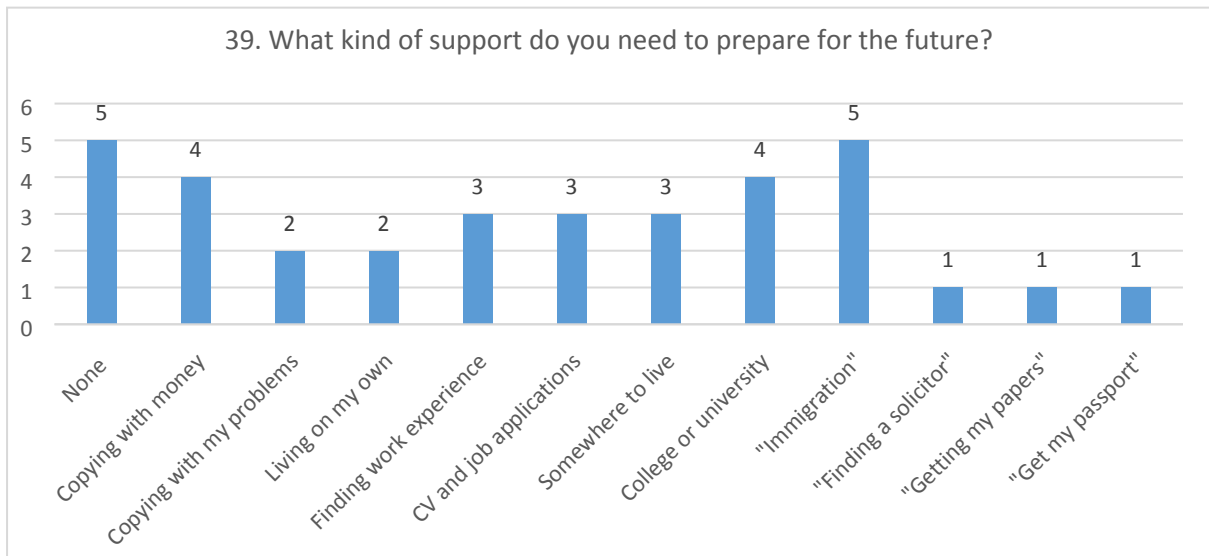


- “My keyworker always talks to me about all these things.”

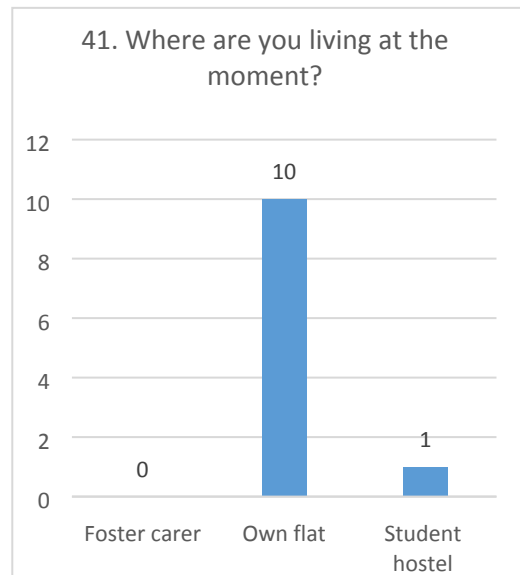
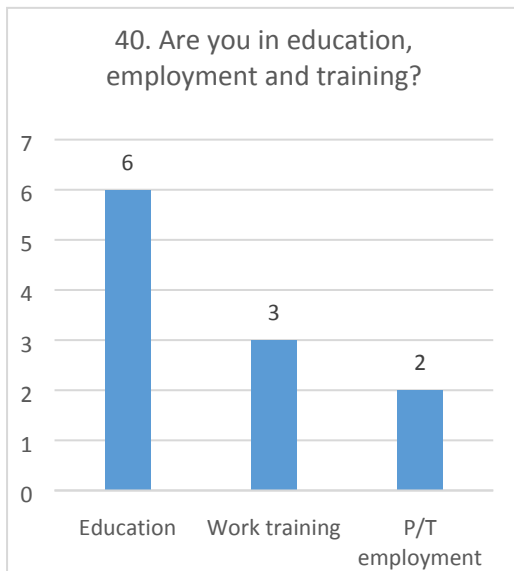
## **FUTURE**

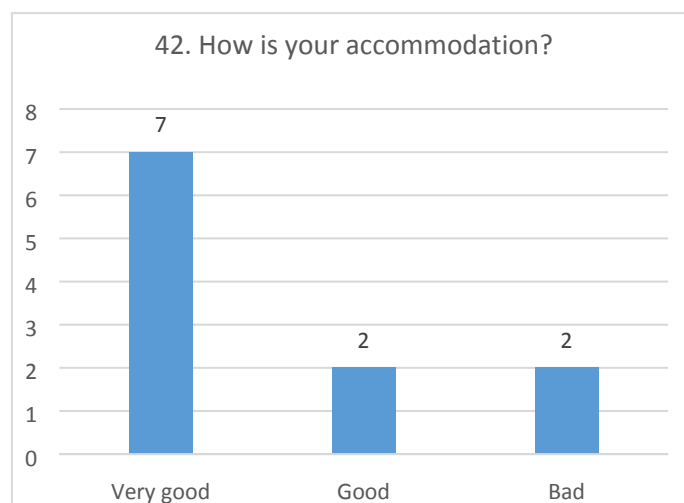


- “I feel ready.”



- "I had lots of help with budgeting. We made a budget together and listed all my expenses."
- "I taught myself to cook."
- "I know all those things."
- "My tenancy support worker was so helpful."
- "It was difficult to begin with but my tenancy support worker helped me with buying all appliances and stuff. I'm ok now."
- "I needed a lot of help with moving to my own place."
- "I get support every month."
- "My social worker did all those things with me."





- “I’m bored. I have no tv, no wifi, no friends.”

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

- “I got travel money.”
- “I can cook rice, chicken, vegetables, everything. Come round, I’ll cook for you.”
- “If they hadn’t helped, I’d be on the streets.”
- “When I left foster care, I’d never lived by myself. Paying electricity, water, food, travel...it’s hard.”
- “I would have liked to stay in foster care. It’s an easier life. You have everything, they take you on holidays. You have no money worries.”

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

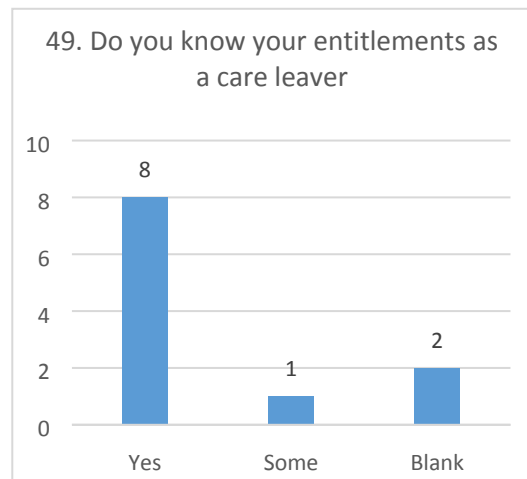
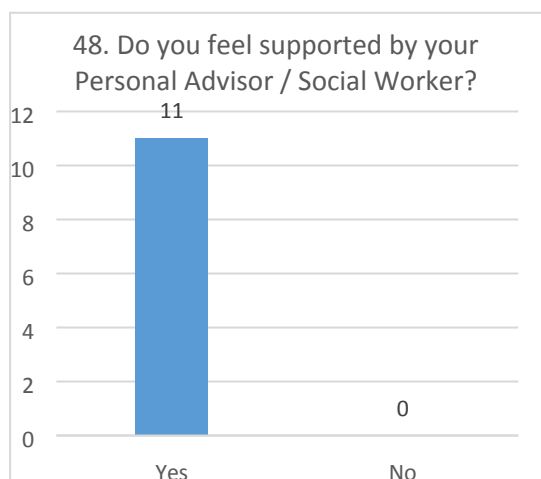
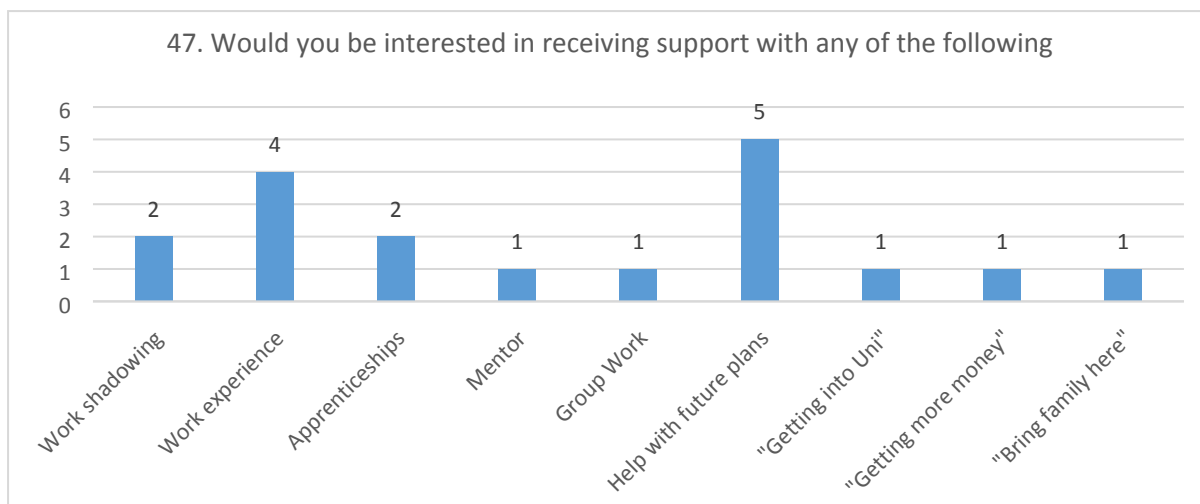
- “They so care about me.”
- “When I got my flat I had no idea, for example, about Council Tax.”

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

- “That doesn’t really apply to me anymore now.”
- “I got help with my lifestyle, how to be healthy and safe. And also to learn the language.”
- “I did English, Maths and IT. Now I want to do an Apprenticeship, level 2.”
- “My uni has someone for care leavers who gives a lot of support.”
- “I get money from the job centre. I get help with a driving license. I have everything.”
- “I got driving lessons.”

#### 46. Have you had any contact with Prospects?

- “Not sure”



- "I had to find everything out myself. My social worker should have known."
- "I know"

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

- "Live happily. Have a kid, maybe. Not too soon. Enjoy my job."
- "Buy a car and a house and travel to China."
- "Finish my degree and work as an engineer."
- "Become a barber. Have work, money, holidays."
- "Be a business man."
- "Become an engineer. Move out of Croydon."
- "Move to my own place."
- "I want a passport."
- "I want to be a professional cricketer and play at county level."
- "Definitely going to uni."
- "Finish my qualifications and earn money. My parents are old. I will look after everybody."



- “Study medicine and become a doctor.”

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

- “I feel safe and get help.”
- “You grow up and know a lot of things.”
- “The independence.”
- “They so care about me.”
- “I like it. I’m happy with City of London.”
- “Before I didn’t know anything...cooking, cleaning, washing....now I know everything.”
- “They are like parents.”
- “I’m so happy to have driving lessons.”
- “I can’t explain how much I like City of London. They gave me so many experiences. I can’t forget all the things they did. I know how to live my life now.”

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

- “The reasons for coming into care to begin with. The emotional side and having no family ties.”
- “You’re alone. Have to care for yourself.”
- “Worrying about immigration.”
- “I need a holiday but can’t afford it.”
- “Not having a passport. I’ve waited for 9 years. It makes me angry, frustrated and worried. I’m waiting, waiting, waiting. There are many things I can’t do, for example, have driving lessons.”
- “So much responsibility. Always worrying about money, the cost of food, bills.”
- “When you come home, there is no one to ask for help.”
- “Every year from September to December I feel sad. I don’t like the dark and cold. I can’t sleep but I have to manage.”
- “When I became a care leaver they stopped my travel money.”
- “Bring my family here. I haven’t seen my Mum for 8 years.”

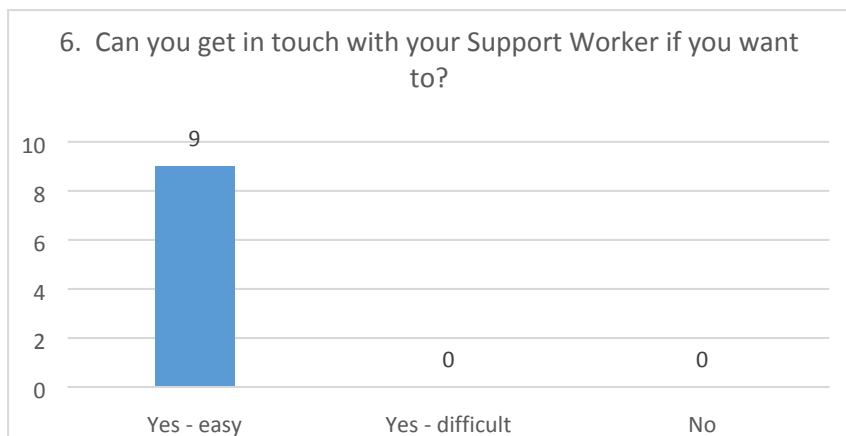
### **53. What are your top three suggestions about what the City should change for care leavers?**

- “Make the advice clearer”
- “More help in a crisis, not say ‘You’re an adult now.’”
- “More financial advice for starting uni. Clear information on entitlements.”
- “They’re doing everything to help all of us. They care.”
- “City of London are doing well. Thank you to them.”
- “More money. £7 a day is difficult.”
- “There should be a travel budget. For things like going to church.”
- “More support with immigration.”
- “Listen to us.”

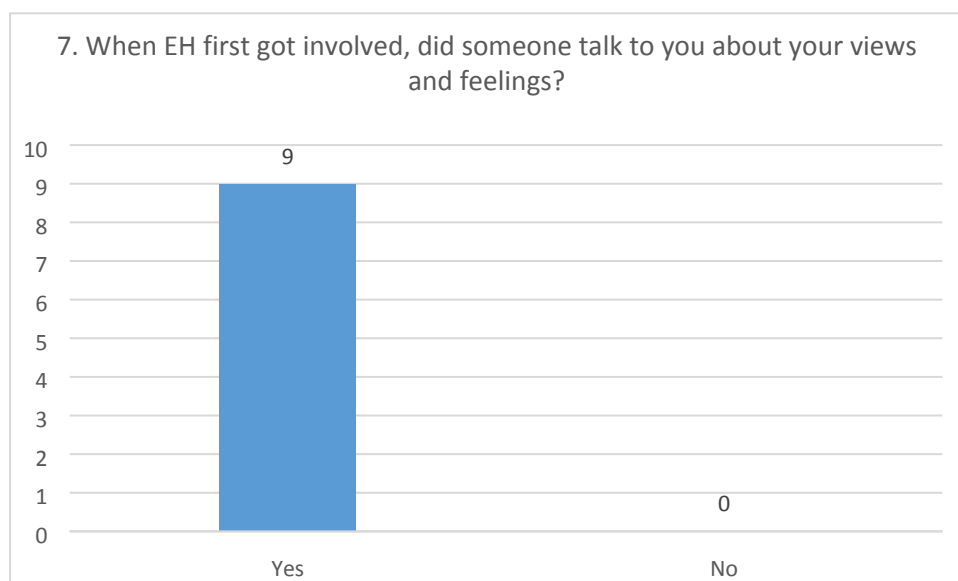
#### **54. Please tell us anything else you would like from the City?**

- “When someone looks after you, you have to look after them too. I want to thank them.”
- “I’m finished with City of London soon. They helped me with everything.”

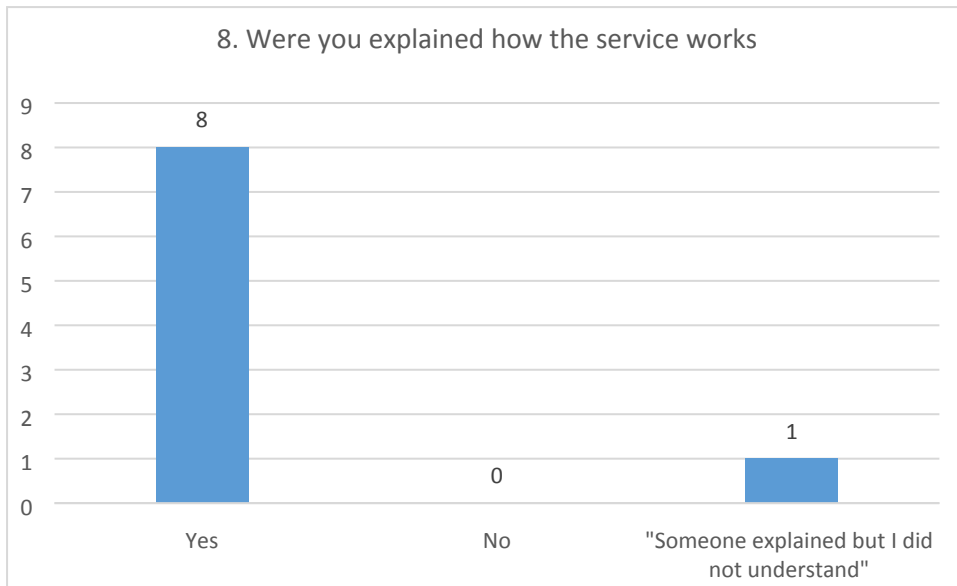
## APPENDIX 4 – EARLY HELP - SURVEY OF PARENTS



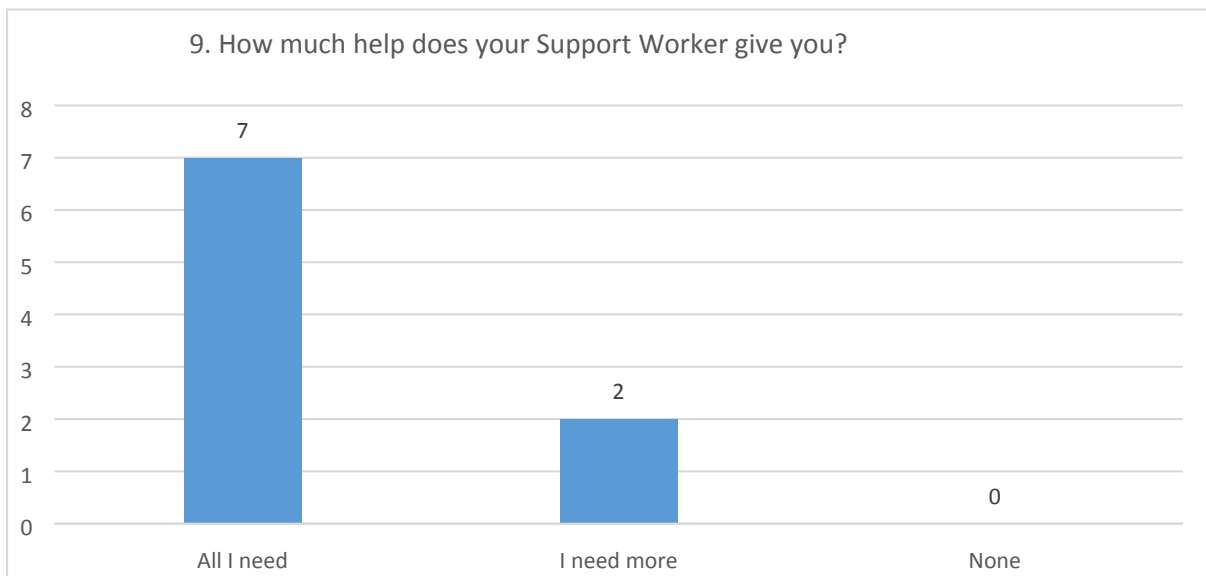
- A [Supp W] always responds. The SW is helpful but slow in response, maybe due to workload or budget
- They are really helpful and always there for us (x3)
- I never contacted them. She always contacted us. Not coming any more now.



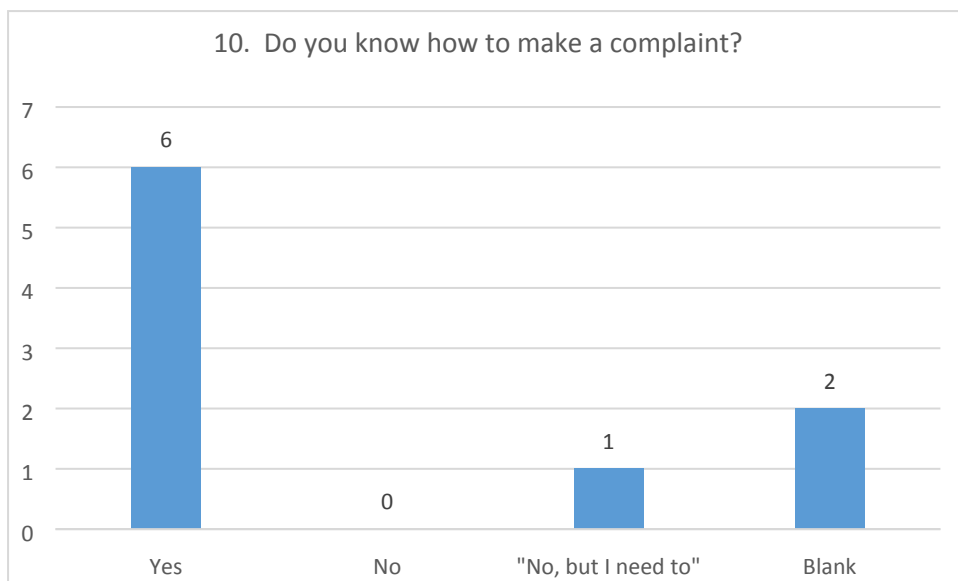
- We started 6 months ago. I'm so happy. They are 10 out of 10
- She was very helpful. She came to school meetings with me and spoke to the teachers.



- A [SuppW] visited my son in the play scheme. She always understands his needs.
- I was invited to quite a few meetings and attended
- I would have liked to understand better their role. They should have explained better why they were coming.
- Our application to have short breaks took much longer than expected. If you have an EHCP, you should be entitled automatically.



- A [Supp W] is exceptional and efficient and understands the needs of the family
- They got us youth activities [for one child] like going to parliament and a play scheme [for another]. They also helped us apply for re-housing.
- When you have problems, you need a friendly face and she is perfect.
- It was a good experience but when you have a troubled child you need longer [family now discharged]
- She helped us set rules and boundaries
- We have an excellent relationship with the team
- She [Supp Worker] is now like part of my family
- She came to check if everything was ok, but we didn't need it.



### 11. Please tell us anything else you would like from The City

- More short breaks activities and more respite and overnight care
- Transparency of what is available and not
- Faster response from social worker
- More flexibility, for example, give us more time and stay involved until problems are resolved
- Close our case when we are ready
- They should hold events where parents can give feedback
- We get our short breaks through Tower Hamlets and Hackney. There should be more in City so we don't have to travel so far afield, for example, with wheelchairs.
- We need a hub, a place where families can come together. People who work in The City could also come there. It would help with isolation.
- It would be good to have a clear policy, some written guidelines on who can access short breaks.
- We need more support for children with SEN but without an EHCP, also older children with SEN. They just started a youth project, let us see how it goes.