

<b>Committee:</b>	<b>Dated:</b>
Safeguarding Sub-Committee	11/10/2021
<b>Subject:</b> Action for Children Survey Report	<b>Public</b> <b>Non public appendix</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	Outcome 1
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Pat Dixon, Safeguarding and Quality Assurance Service Manager	

### Summary

In July 2021, Action for Children carried out the sixth annual service user survey among children, young people and their families, supported by the City of London's Children's Social Care team. The categories included Early Help, Children in Need, looked-after children, and care leavers. As in previous years, participation was high, with an overall response rate of 65%. Generally, most people welcomed being contacted and consulted, commenting positively on the process. The majority of the feedback contained within the survey was positive, in regard to the young people's relationships with their social worker and the support they received.

### Recommendation

Members are asked to:

- Note the report.

### Main Report

#### Background

1. This is the sixth year that Action for Children have carried out an annual survey with children and families who are open to the Children's Social Care team. The methodology for obtaining feedback for the survey has been through telephone contact, and this has proved to be the most effective method of obtaining information. The survey covers specific areas and all the contributors felt able to speak freely as Action for Children advised they were independent from City of

London. All the information obtained is anonymised, so children, young people and their families are able to speak freely about the service they have received from the City of London. As in previous years, the report is designed to let young people and their families speak for themselves, so interviews were transcribed verbatim and reflected in the quotes attached to the statistical information.

## **Current Position**

2. Action for Children found that the comments made by looked-after children and care leavers were mainly positive: the children and young people valued the support they received from their social workers, identifying them as a trusted person who they would turn to if they had problems. Early Help services also received positive feedback: children and families felt listened to, and felt included in plans to support the family. Early Help has consistently received positive feedback in the surveys completed over the past six years.
3. In relation to Children in Need and child protection, feedback has (for the most part) been positive. However, for some families in this category, it can be difficult to have social work intervention, due to the reasons for such involvement. Therefore, to receive positive feedback demonstrates the strengths within the Children's Social Care team in engaging with children and families in this area.

## **Conclusion**

4. Engagement in the annual survey has been good, however, Action for Children have identified that the timing of the survey is important, as many young people did not engage until they had broken up from college. Staff within the Children's Social Care team were able to review and add questions prior to the survey being implemented. Although caution was needed, as it was felt that too many questions could have a negative impact on young people's engagement in the process. In relation to the unaccompanied asylum-seeking children, Action for Children commented on how they were impressed by the insight and resilience of the children and young people in dealing with their experiences. This was reflected in the introduction of the survey report.

## **Corporate & Strategic Implications N/A**

5. Financial implications – N/A
6. Resource implications – N/A
7. Legal implications – N/A
8. Risk implications – N/A
9. Equalities implications – N/A
10. Climate implications – N/A
11. Security implications – N/A

## **Appendices**

- Appendix 1 – (non-public) Action for Children Annual Survey 2020 to 2021

### **Pat Dixon**

Safeguarding and Quality Assurance Service Manager  
Department of Community and Children's Services

T: 020 7332 1215

E: [pat.dixon@cityoflondon.gov.uk](mailto:pat.dixon@cityoflondon.gov.uk)