

Committee:	Dated:
Safeguarding Sub-Committee	09/02/2023
Subject: Action for Children Survey 2022	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	Outcome 1
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Clare Chamberlain, Interim Executive Director of Community and Children's Services	For Information
Report author: Pat Dixon, Head of Safeguarding and Quality Assurance Service	

Summary

In August 2022, Action for Children carried out the 7th 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, children who are looked after, and care leavers. As in previous years, participation was high with an overall response rate of 68.5%, which is slightly higher than last year. Generally, most people welcomed being contacted and consulted, commenting positively on the process. Most of the feedback contained in the survey was positive regarding the young people's relationship with their social worker and the support they received.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This is the 7th 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. This year the participation rate was 68.5% – the highest response rate so far – and this year saw the greatest number of interviews since surveys began in 2015. The questions are designed to be open-ended and flexible, to allow participants some control, so they can contribute at their pace. As in previous years, the report is designed to let young people/families

speaking for themselves, so interviews were transcribed and reflected in the quotes attached to the statistical information.

Current Position

2. Overall, the responses were positive. Where concerns were raised, the feedback was constructive and helpful in understanding the journey of those involved with the Children's Social Care team. Some of the feedback and actions taken are identified below.
 - Families involved with Child in Need (CiN) services requested better inter-agency working with better accountability at CiN meetings, with more transparent decision-making. This has been picked up by the Children's Social Care team and work has been done around this area to improve multi-agency working, following consultation with the families involved with this service.
 - All the children who were spoken to who were looked after by the City of London felt positive about their care. Whether in foster care or in semi-independent accommodation, they said they liked where they are living and felt that the foster carers and staff looked after them well.
 - The survey identified that the young people who were looked after and care leavers in the City of London did not have any knowledge of the pledge. Since the completion of the survey there has been a workshop to review and update the pledge, which all the young people have had an opportunity to respond and contribute, in relation to what the City of London has promised.
 - As in previous years, care leavers were overwhelmingly positive about the frequency and quality of their communication with the Children's Social Care team, with 81% finding it very easy to communicate with their social workers.
 - Early Help Services received very positive feedback: families described a sense of feeling genuinely understood and listened to; there was a high level of trust that appeared to exist between many of the families using the service and the staff within that area.

Options

3. N/A

Proposals

4. N/A

Key Data

5. N/A

Corporate & Strategic Implications

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

Conclusion

13. The level of engagement with the Action for Children Survey has been positive. There has been a consistent increase in the number of children and families involved with the survey since it started in 2015.
14. Prior to the survey taking place, the questions were reviewed by the City of London and Action for Children, to ensure that they were still pertinent. Those questions remaining were reviewed to ensure that they elicited the impact of intervention from the Children's Social Care team, as this would support the development of services. This would give us a better understanding about what was helpful for families, and what needed to be reviewed.
15. The approach in using an independent organisation such as Action for Children to carry out the survey enables children and families to feel confident that their views will be listened to and remain anonymous.

Appendices

- Appendix 1 – Action for Children Survey August 2022

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