



Action for Children

Children, Young People and Families
supported by The City of London

Annual Survey
August 2022

Children, Young People and Families supported by The City of London

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The City of London – Survey Report

1. Introduction

During July and August 2022, Action for Children conducted the 7th Annual Service User Survey among children/young people and families supported by the City of London Children’s Services teams. The categories included Early Help and Children in Need as well as Looked After CYP and Care Leavers. As in previous years, participation was high with an overall response rate of 68.5%.

The total number of children/young people on the list of potential interviewees was 107 with the largest contingent (49.5%) being care leavers. Overall, feedback was obtained from/on behalf of 72 individual children/young people. This response rate is consistent with previous years:

	2015	2016	2018	2019	2020	2021	2022
No of interviews	18	30	37	39	69	65	72
Response rate	48.6%	68%	58.7%	61%	65%	65%	68.5%

The breakdown of the 2022 responses is as follows:

	Care Leavers	EH	CiN	LAC	TOTAL
No of eligible YPs	53	23	18	11	105*
& actual number of responses	32	22	13	5	72
	60.3 %	95.6%	72.2%	45.4%	68.5%

* Plus 2 ‘ Other’ (SGO, CP) not included to preserve anonymity

To facilitate comparison, the questionnaires remained fairly the same as in previous years and included:

- a. Questionnaire for Care Leavers
- b. Questionnaire for Children Looked After
- c. Questionnaire for children/parents/carers of children under the Early Help team
- d. Questionnaire for children/parents/carers of children under the CiN team

The families/young people were sent an introductory letter in July 2022 to explain the process and prepare for the subsequent telephone call, so the interviews were expected by them. All participants will receive a 'Thank You' voucher to acknowledge their contribution.

As in previous years, feedback was obtained through telephone interviews, plus, in one case, in writing. This has proved by far the most effective – and preferred - method to obtain quality information as it allows for more detailed, specific explanations (e.g. terminology; objectives of the survey) and offers interviewees greater individual input and control (e.g. how expansive to be in terms of replies, and focus on what was important to the respondents). The interviews varied in length from just a few minutes (including 2 respondents who hung up the phone halfway through the interview) to 90 minutes+, and three of the care leavers called back following their interview to share further thoughts. The Care Leavers questionnaire in particular is rather lengthy which meant that, in general, the initial questions were more thoroughly answered whilst, in some cases, patience wore thinner towards the end. The process is deliberately open-ended and flexible, in order to allow participants some control, go at their pace and make them feel comfortable and their contribution valued.

68.5% is the highest response rate so far and this year saw the greatest number of interviews since surveys began in 2015. This is an encouraging upwards trend and allows for general themes and trends to be extrapolated. However, it is felt that every single family and young person generously offered their distinct and important perspective, and every insight provides further invaluable food for thought for the local authority. Every attempt was made to speak with all persons listed. However, despite on average 4 – 6 attempts at contact, this was not possible in the time available. It remains, however, the ambition for subsequent surveys to be as representative and inclusive as possible and reach as many of eligible individuals as possible.

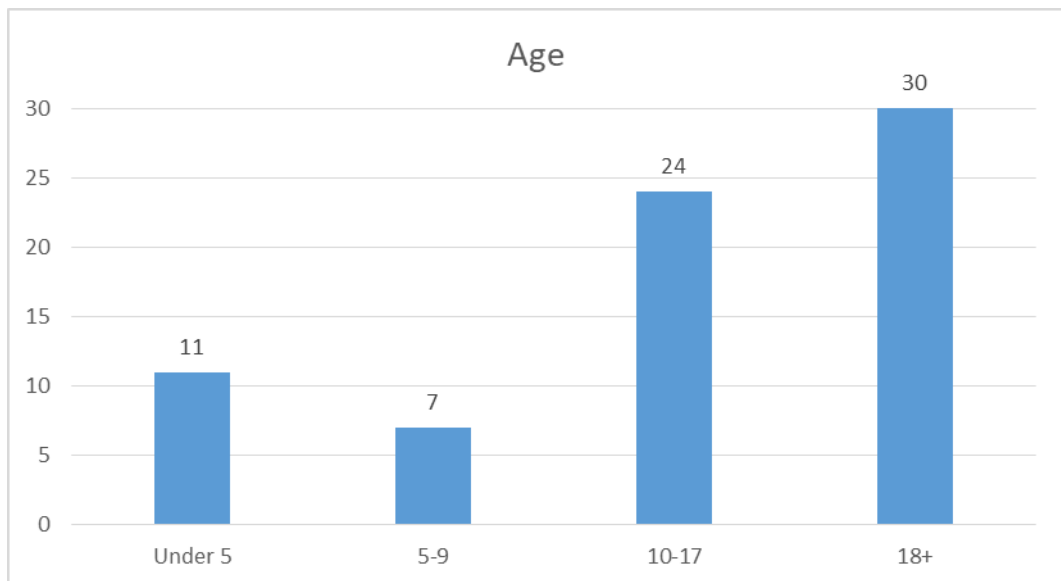
As in previous years, the report is designed to let young people/families speak for themselves, so interviews were transcribed and reflected in the quotes attached to the statistical information.

2. Summary of Results

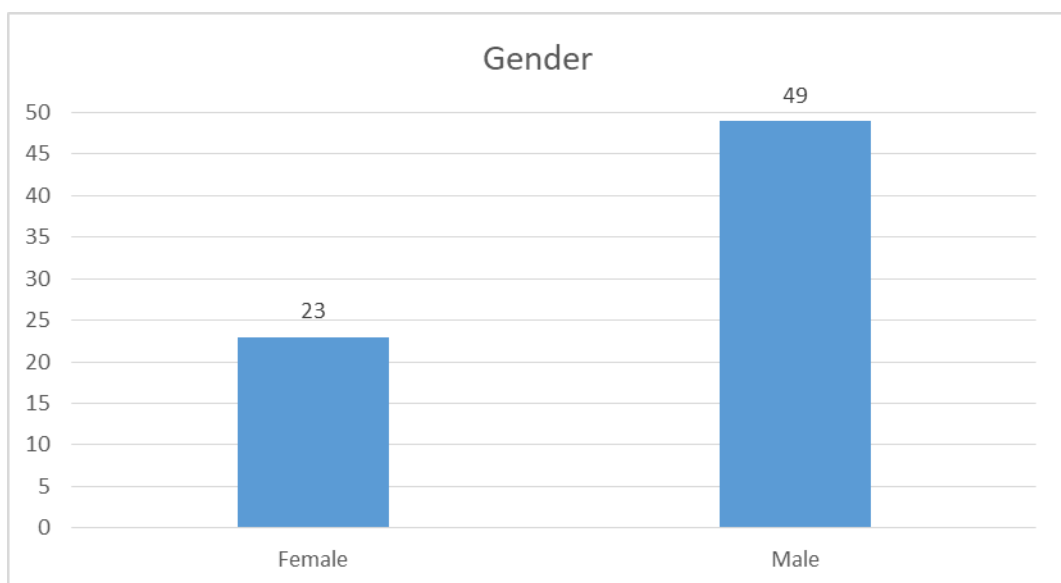
2.1. Statistics

The overall statistical information on the survey population (72 CYPs) is as follows:

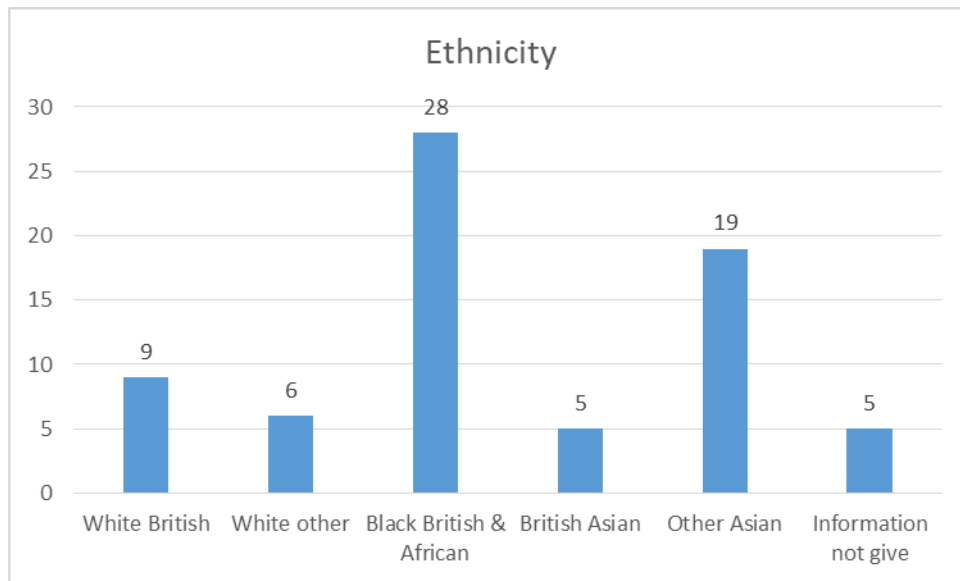
1. Age



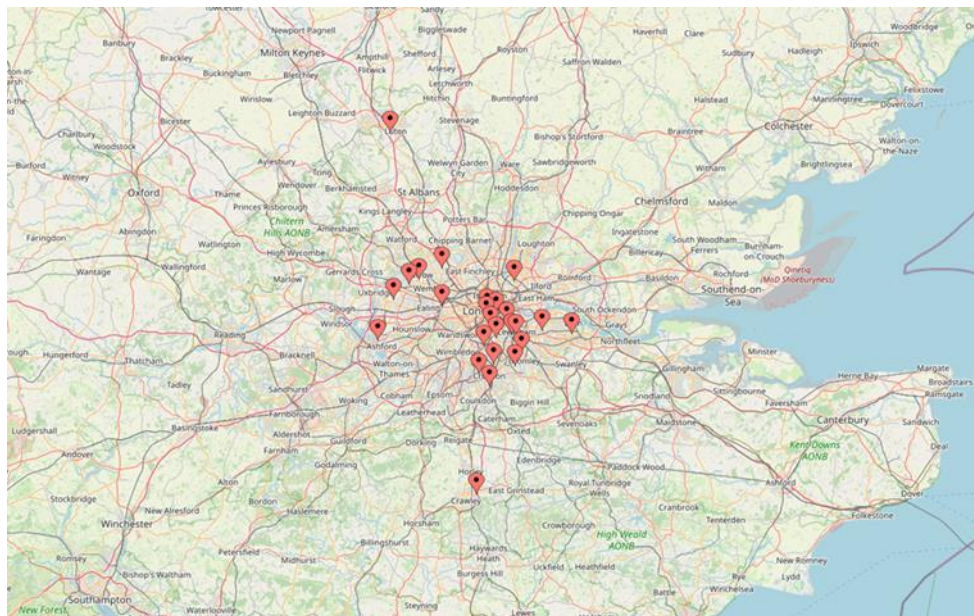
2. Gender



3. Ethnicity



4. Geographical placements



2.2. Findings – Summaries

2.2.1. Children in Need (see Appendix 1, page 16)

Feedback was obtained on behalf of 13 children in need out of a cohort of 18. This makes for a response rate of 72.2% (up from 58.3% in 2021). Out of the remaining families, one was uncontactable on the telephone number given, one was on holidays and the remaining two did not answer their phones despite multiple attempts at contact. All interviews were held with parents on behalf of their children and partners, where relevant.

Overall, satisfaction rates were variable and lower than in previous years. Regarding the overall support and care received (Q. 7), respondents were more ambivalent. 23% were clearly satisfied, 30.7% were 'sometimes' satisfied and 46.3% were dissatisfied. Similarly, the question regarding feeling listened to (Q. 10) received a more negative response: 23% strongly agreed whilst 77% disagreed or strongly disagreed (i.e. did not feel listened to). Consequently, examples of when helpful interventions were experienced were fewer, and, on several occasions, dated back to previous social/support workers. Examples of positive experiences included effective advocacy and support in dealing with school issues (including exclusions), helpful signposting (e.g. to a mental health support group), useful online support and signposting to courses of interest (e.g. on managing behaviour).

Overall, whilst some families clearly appreciated and benefit from their social worker's involvement ('amazing support'), others stated that they tolerate the input (I understand they need to do their jobs) or feel they do not need it, with some expressing disappointment and frustration at what they see as an unresponsive service. These different reactions are reflective of a wide spectrum of differing needs and circumstances, particularly in relation to how families came to be involved with the CiN, that is, via self-referral, or for example, referral from other professionals, which was not necessarily welcome by families. In the latter case, families sometimes felt they did not need/want the involvement or, worse, thought it was too slow or too little, or simply not helpful.

Most families have multiple professionals from different agencies (including neighbouring local authorities) involved and the frustration with some of the other agencies (e.g. CAMHS, school, NHS) can impact the overall experience of professional involvement/support, of the effectiveness of CiN meetings and plans, and, more generally, of 'the system'. On a positive note, there was high awareness of the CiN process, and most parents knew what is in the CiN Plan (84.6%); parents felt well informed and invited to participate, though they were not necessarily in agreement with the professionals involved and some expressed frustration with how the process is managed (e.g. uneven attendance, poor chairing, lack of accountability). There was also high awareness and confidence in using the complaints process (100%) and families commented that staff were respectful and asked their opinions, though did not feel their suggestions were followed up in a meaningful way.

In terms of improving the service, families voiced heartfelt requests for better inter-agency working with greater efficiency and better accountability at CiN meetings and more transparent decision-making, including from managers. They would like a more seamless cooperation between departments and agencies, particularly at transition stages (e.g. for older teenagers who are outgrowing children's services).

They would like to feel more genuinely listened to and cared for. Most families had had a lengthy involvement with City of London and many were able to recall individual professionals who had supported them in the past and had been 'on their side', really making a difference to their and their children's quality of life. This is what they feel they need and would welcome.

2.2.2. Children in Care (See Appendix 2, page 24)

This year's findings for the Children in Care survey are difficult to summarise as the views, experiences and circumstances of this relatively small cohort of 5 individuals (out of a potential 11) are widely diverse and not always comparable. In view of last year's response rate of 68.5%, this year's figure of 45% is disappointing. No less effort went into trying to make contact with young people and families. However, a combination of factors resulted in this lower engagement: one young person was spoken to but refused to participate; one young person's telephone number was not working; two young people were uncontactable despite a minimum of 6 attempts; one young person needed an interpreter who could not be sourced at a convenient time (the home was also doubtful whether the young person would engage, even with an interpreter); one young person (due to learning disabilities) needed a different tool and approach to consultation, which should be considered for future surveys.

The children /young people in this cohort range in age from 4 months to 18 years. The carers' feedback was obtained on behalf of the infant and the young person with disabilities. The statistical information is therefore not as relevant in this year's survey. However, the young people's as well as their carers' narratives still provide valuable feedback.

As in previous years, satisfaction with social workers is consistently high. They are easily contactable and respond promptly ('She is always there for me'; 'She is brilliant'). All respondents feel very comfortable talking to social workers, at ease to talk openly, trusting and feeling listened to. Importantly, clients feel they are getting a lot of support, ranging from help with college, medical appointments, housing, driving lessons, to sorting out benefits and bank accounts. 'She [sw] helps me have a good life' commented one of the young people.

The disabled child's social worker was praised for really getting to know the child, his likes and dislikes and ways of communication. It was also felt that the social worker was critical in securing the child's placement ('She [sw] went through hoops'), in which he is now thriving. Carers also commented that the team dealt efficiently with the initial organisation and admin at the beginning of placements and that they liked working with the local authority.

All respondents felt they were appropriately consulted, and their views are 'always' or 'sometimes' taken on board ('They [sw] are easy to raise issues with'). Life story work is undertaken with all young people as appropriate and appreciated. Given the high numbers of asylum-seeking young people, this involves a lot of painful discussions around absent/lost parents or family members. 'Talking to her [sw] helped me a lot. She referred me to the Red Cross [tracing service] and I'm waiting now.'

All young people spoken to feel positive about their care. Whether in foster care or in semi-independent accommodation, they like where they are living and feel foster carers and staff look after them well. One young person had bonded particularly well with her carers saying, 'They [foster carers] are really good people. They give me love like my own family.' Where relevant, the young people knew what is in their Care Plan, with their main focus on independent living/application for council housing and education. They also commented favourably on the support from their IRO, saying 'He's friendly', 'a good guy'.

Education was rated 'very good' as well as 'ok' and all respondents feel they are getting all or most of the support they need with education. This includes support from the Virtual School as well as social workers and staff at the residential school. Young people talked about the financial help provided by the Virtual School (including the 100% attendance reward) as well as the encouragement and moral support offered. One young person described how their foster carer facilitated the decision making on possible career choices. Having observed how the young person had volunteered helping with chores involving electronics around the house, she encouraged this

interest gently over time (e.g. changing light bulbs, plugs, looking at how electronic devices work). They reflected on this together and the young person opted for a course in electronics and is happy with this.

As with the Care Leavers, the respondents in this cohort were familiar with the CiCC - a noticeable change from last year - and particularly enjoyed the outings. One young person had been to the London Eye and on a beach trip during the week of the survey and was planning on attending everything on offer during the summer. As with the Care Leavers, there was no awareness of the Pledge. Knowledge of the complaints procedure was high, whilst the advocacy and IV services were only known to one or two young people, though those who had accessed these services, liked them ('We do loads of sports [with my IV], going to football matches and cricket at Lord's').

In terms of safeguarding, all respondents reported feeling generally safe with adults around them contributing to this adequately. Social workers, friends and family members were all acknowledged in this respect. None reported having experienced any incidents of racism.

The end of the interview focusses on the young people's future. For this particular, small cohort there was much anxiety whilst awaiting their immigration decision and, unsurprisingly, preoccupation with moving on and living independently. The young people felt adequately supported with this and anticipated a smooth transition, with social workers supporting them all the way. Young people as well as carers conveyed a good deal of appreciation for the support provided and acknowledged the many positive aspects of growing up in and being supported by the City of London team.

2.2.3. Care Leavers (see Appendix 3, page 43)

Participation from Care Leavers in this year's survey was the highest ever with 32 young people contributing their views and insights and giving in depth accounts of their experiences of being in care. Most young people came to this country as Unaccompanied Asylum Seekers, mostly from Sudan, Eritrea and Afghanistan. Many had arrived several years ago and are now nearing the point of becoming independent of Children's Social Care. They used the interviews to reflect back on years of being in local authority care, trying to find their feet and settle in this country. There are many common threads running through their narratives around traumatic childhoods in war zones, separation, loss and grieving as well as starting and adapting to a new life alone in a strange and unfamiliar culture. They recounted their experiences of learning English and re-entering education, making decisions around future careers, dealing with the Home Office and immigration lawyers, and being housed (initially with foster carers for many but semi-independently or fully independently by now). The City of London social care team's support and interventions were instrumental in all aspects of their new lives in the UK and the young people spoke of many of their social workers, keyworkers, educational support staff (and also many foster carers) with great appreciation, warmth and affection.

The first section of the survey covers the **relationship with social workers**. As in previous years, respondents were overwhelmingly positive about the frequency and quality of their communication, with 81% finding it very easy to communicate with their social workers. 87.5% see their social worker often or sometimes, with many commenting along the lines of 'as often as I need to.' Confidentiality is maintained, with 100% of young people seeing their SW always or usually on their own (including 2 who said they have now left care). Whether by phone, text or in person, 84% feel very comfortable talking to their social worker, 9% quite comfortable and 6% were also cautiously optimistic but reserved judgement as the social worker (and their relationship) was new. Overall, young people expressed a great deal of trust, openness and ease in the way they are able to communicate with their social workers, with frequent comments like 'She understands me', 'She listens' or 'She's always there for me.'

Importantly, in terms of the support they receive, 84% feel they are getting a lot of help (cc up from 68% in 2021), with 6% feeling they get some but 9% stating 'very little'. The narratives in the appendix give some detail of the different issues - successes as well as difficulties/crises some of the young people are facing - and 3 respondents were sent the details of the advocacy service. Examples of issues they felt supported with were wide ranging, from education (finding colleges, suitable courses, helping with practical aspects like laptops, library books), to getting jobs and applying for accommodation (covered in more detail later), to support around immigration issues, and practical issues too numerous to list here (including organising driving lessons, helping prepare CVs, registration with GPs, etc). 'She [sw] gets me to do something with my life' was how one young person summed it up.

In terms of life story work, there was a big change from last year when 44% of young people reported not engaging in this work. This year, 62% of young people commented positively on discussing their past lives with their social workers and the reasons they ended up in care in this country. This openness and trust – in relation to what many found extremely painful and many of the young asylum seekers (15%) too traumatic to discuss - speaks volumes in terms of the quality of the relationships with young people and the staff's ability to offer some comfort as well as a safe space to begin the processing of traumatic past experiences, thus, ultimately, keeping a highly vulnerable group of young people as safe as possible.

The next section of the survey covers **accommodation, living situations and pathway planning**. Housing is a very high priority at this stage in their lives, and 78% of young people stated they were happy in their accommodation with 68.7% liking the area as well. Whilst this is a decrease from last year's 84% (cc. 63% in 2020), many more young people had received an offer of council housing during the intervening year and were unequivocally happy about this. There were noticeably more positive, optimistic responses from those in council housing and a real sense of being able to settle down after what had been a long period (usually several years) of waiting. Conversely, those expressing dissatisfaction (15%) were weary of what they felt was a temporary, uncertain period of waiting until they could begin a more stable settled life in their 'own place'.

Reflecting on the support received to develop their independence and life skills, good, consistent and reliable key work support had been critical to most of the respondents. There were numerous examples of practical, hands on input from keyworkers (including help with repairs, CV writing, medical appointments, a huge range of day-to-day life skills) and many of the respondents see their key workers on a weekly basis at least. Several of the older care leavers' accounts were a testimony to the success of the ongoing practical and emotional support which had got them to a stage of managing their own lives successfully and with confidence.

Several young people (10 out of the 32 respondents), at this point, spontaneously shared positive recollections of when they lived in foster care, which is worth including here (though not strictly speaking part of the survey). They talked about being welcomed into the family, learning about looking after themselves ('She [f/c] prepared me for life'), and developing close, supportive relationships with them. Quite a few young people have remained in touch with their foster carers, meeting them for meals or on special occasions and even going on holidays together. Several commented that, whilst struggling at the time, looking back at their time in foster care they now appreciate what the carers offered.

Knowledge of Pathway Planning has increased to 71% this year (cc 52% in 2021). Contacting their IRO is (or was) easy for 56% though many (34%) replied in the negative as they are over 18 years old. Mostly they were able to recount what was in their plans (e.g. go to college) without commenting either positively or negatively on the process.

The City's Pledge appears to have dropped off the agenda of both the care leavers and looked after population. A few older care leavers thought they remembered something but were unable to specify.

As far as participation in **education** is concerned, the survey results are very encouraging. Approximately 80% of care leavers from the interview cohort are involved in some form of education (cc. 57% in 2021 and 90% in 2019). This shows that, following a marked downturn during lockdown, young people are re-engaging and appreciating again the value of pursuing their educational and career goals. In more detail, 50% report being in college with another 21.8% enrolling (or already enrolled) for September 2022. Another 3 young people (9%) were starting or completing university engineering degrees with aspirations of excellent results. 59% rated their education 'good' or 'very good', down from 84% in 2021. As to be expected, the majority of young people are (or were) following ESOL courses and some respondents – as in previous years – feel the pace is too slow. They would like to progress faster and have a wider curriculum (rather than Maths and English only). Qualifications in car mechanics, plumbing, construction, electronics are the most common follow-on choices, and also mentioned were courses in IT, Health & Social Care, teacher training and BTech/Sports. Many young people highlighted, again, the important practical support from keyworkers in terms of helping researching colleges and courses as well as their input during the application and enrolment process. Several respondents also reflected on the importance of being supported in their educational and career decisions when they were

younger by the Virtual School who offered guidance, moral support and encouragement when they needed it. Overall, 79% out of those in education rated it 'good' or 'very good' with 88% saying they are receiving all the help they need (cc 94% and 84% respectively in 2021).

In terms of employment, there has been a noticeable increase in part-time working amongst the care leaver cohort this year. Being allowed to work as a result of being granted Leave to Remain was a significant factor and finding holiday or part-time jobs (whilst also studying) was much assisted by keyworkers (and friends in some cases). Mostly, this involves low paid casual jobs in restaurants, for Amazon, food delivery companies, or as shop assistant or cleaner. Unsurprisingly, the work is hard (e.g. working night shifts) and boring at times, but for young people who have been waiting to be allowed to work, there were surprisingly few complaints and instead, comments about finally having opportunities to earn some money and lead a 'normal' life.

The following section of the survey - *Having your Say* - covers the Children in Care Council (CiCC) and the complaints, advocacy and IRO teams. Concerning the CiCC, many more young people than last year remembered and had attended at least once (71.8% as opposed to 28% in 2021). For most of them, the activities they had attended dated quite far back (e.g. there was quite a lot of fond reminiscing about the Scotland trip). However, quite a few of them had received invitations to join in with a programme of summer activities this year, and whilst many are now too busy to join in (e.g. due to work), this was appreciated. The CiCC was seen primarily as a forum for younger people (i.e. teenagers), and, by the few female respondents, as a place for boys. Young people recalled meeting new friends there at a time when they had newly arrived and were quite isolated. For them, the group was an opportunity to socialise ('to make young people happy'), have fun and 'to learn about this country'. Favourite activities included bowling, go karting, boat trip as well as cooking, CV writing and talking about their futures and current experiences ('My voice was heard.') Several young people asked for more holidays/ trips outside of London, which was for them the first and only opportunity to see the UK outside of London (or the counties where they were housed).

As for the complaints process, 71.8% feel confident in making a complaint (cc. 64% in 2021) – and most qualified this with statements like 'I don't want to complain; I'm happy with City of London'. Knowledge of advocacy has decreased from 64% to 56% this year though those who had used it appeared satisfied, giving examples of when advocates had supported them with changing a foster placement, social worker or helped with immigration issues. Similarly with the Independent Visitors (IV) service which was known to only 37.5% but appreciated by those who had an IV – giving evidence of some interesting activities and stable, close bonds with their IVs.

The next section covers aspects of **safeguarding and emotional health**, including experiences of racism. In terms of safeguarding, most young people (71.8%) expressed feeling safe with regards to their physical environment (e.g. described their neighbourhoods as quiet or friendly). They also felt that the professionals in their lives could do little else to improve on this, except for two respondents who reported feeling unsafe in the area and are asking for rehousing. Some commented that their areas have a poor reputation and that they regularly observe 'bad people' selling drugs, getting drunk or sleeping rough. However, they all expressed confidence that they know how to look after themselves and keep themselves safe. This optimistic outlook was seen even in one young person who, not long ago, had experienced a serious assault, which he felt unable to report to the police.

In terms of racism, 32% acknowledged that they had direct experience of this with 46.8% denying that they had been targeted. However, they then went on to give examples of how it personally affected them and how they coped. This ranged from being called names at school – and telling staff about this who did not appear to challenge it - to feeling overtly discriminated against and being denied career opportunities (e.g. being left out of the cricket team at crucial games and being

denied the chance to progress). On the whole, young people minimised the seriousness and the impact of such experiences, partly because they see them as ubiquitous ('social media is full of racism', 'people often say to me, " you're from Africa, you don't understand this country" ') and also because they have developed their personal strategies of dealing with it which they feel are effective.

The number of young people reporting having one or more person in their lives who they would turn to if they were harmed or bullied has decreased to 68.7% (down from 84.6% in 2021) and over 50% talked with real anguish about the separation from parents and siblings and their desperation in terms of missing them and fearing for their safety and wellbeing. Whilst for many, their social worker and keyworker remain their first point of contact if they were to experience serious adversity or harm, friends and wider social networks are increasingly taking over as company for celebrations and special occasions as they are getting older. Sadly, a small minority (6%) appear to remain extremely isolated and lonely, whilst a further 12% get to celebrate with friends only 'sometimes'. This confirms an overall picture of a group of young people who had to become independent often at a very young age, who are used to feeling alone and having to be self-reliant and resilient for most of their lives.

The health-related questions were answered in a more perfunctory manner, with most young people feeling knowledgeable and well informed about whichever health issues are relevant to them. They have a range of sources of information from social workers, key workers and other professionals to health information sessions (including being issued COVID test kits) from colleges and many also listed the internet, tv and friends as sources of information. Most felt sufficiently well informed and were more interested in talking about their particular health issues. What stood out as a trend were the obstacles in getting GP appointments and the difficulties in accessing good quality dental care. Several young people related incidents of having to wait for long times to register or being seen by dentists, being charged very high fees and not getting the treatments they feel they need and want.

The interview concluded with reflections on their **future** and suggestions for improving the services provided to care leavers by City of London. In terms of getting ready to leave care, 59% felt they were getting all the support they need with a further 28% feeling they were getting some support and needing more. 'I like the safety net of having someone there to talk to about anything, even when I'm more independent' , is how one young person put it, underlining how centrally important the relationship with the social worker has become over time and what a wrench it will be to separate from those who have looked after them as true 'corporate' parents for much of their lives. All of the respondents feel confident in terms of practical life skills (e.g. cooking, paying bills, maintaining their accommodation) and wanted support mostly in relation to getting their council flat and moving into higher education or starting their working careers.

Even more than in previous years money worries featured in most of the Care Leavers' narratives. Many are struggling to make ends meet already and are very apprehensive that this will become an even bigger problem for them.

The majority of young people feel reasonable optimistic about their futures with concrete medium term career goals (e.g. becoming a car mechanic, paramedic, hairdresser). Some are aiming for high-flying engineering careers; others are dreaming of becoming professional football or cricket players. Some felt unable to contemplate their long-term future, particularly those with uncertainty around their asylum status and for many, there remains the profound hope of being reunited with their families one day in the future ('I would go home if I could', 'I hope to bring my little sister here with me'.)

In terms of suggesting improvements, there was an overriding sentiment of feeling City of London had looked after and supported them very well and had done as much as possible to give them good life chances and opportunities. There were many thoughtful ideas for improvements (listed in the appendix) but the most common advice was 'You're doing well! Keep doing what you're doing City of London!'

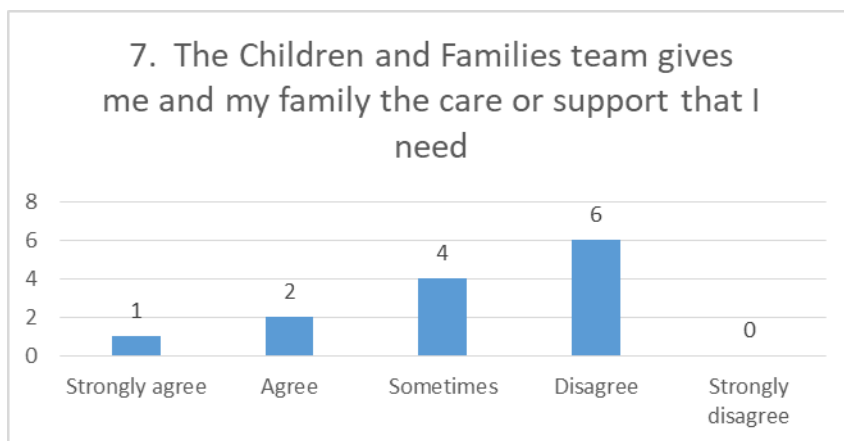
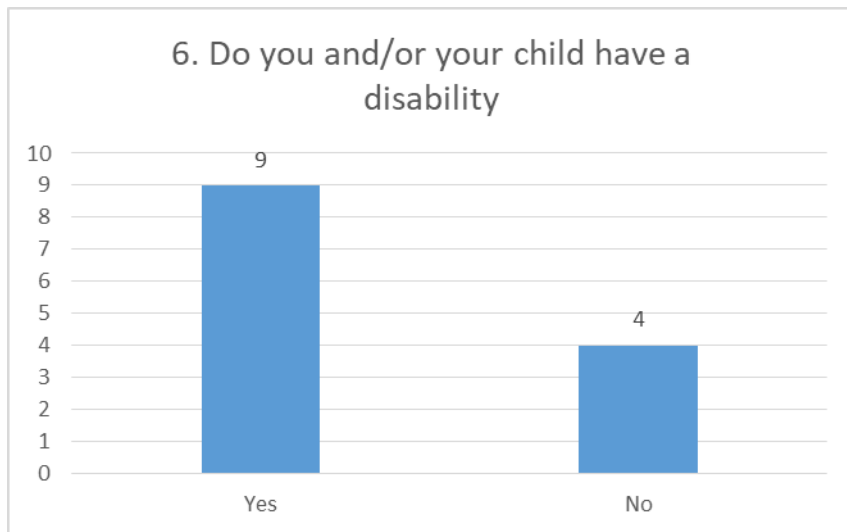
2.2.4. Early Help – Parental Questionnaire (See Appendix 4, page 69)

Participation in this year's survey from families receiving EH support was extremely high (95.6%) with only one family's input unobtainable. Similar to previous years, feedback was remarkably consistent and extremely positive in every aspect of the service. For example, all except one family find the service easy to access and communicate with, responsive/available as necessary and supportive and sensitive to their/their children's needs. The whole team was rated highly whilst one particular EH professional was singled out by the majority of families for particular praise ('my rock and my ally'). Many families in this category have extensive NHS and education involvement and experience multi-agency working as bureaucratic, complex and bewildering. Their Support Worker plays a critical role in helping them negotiate with the different departments/professionals and makes a crucial difference in helping them cope ('exactly what you need when your kid has special needs'). TAF/TAC meetings were experienced as helpful and greater frequency would be welcome. Families gave many other examples of positive interventions and support (which are listed in the Appendix) but what stood out was the quality of the relationship with their support worker, often developed over a prolonged period of consistent staffing and input. Families described the sense of feeling genuinely understood and listened to and a high level of trust that appears to exist between many of the families using EH support and the staff.

The high level of engagement with (and expectation of) the EH service were reflected in the many suggestions and ideas for improvements. These included simplifying the process around short breaks payments; better assessments and support for siblings/young carers; more activities for young adults/16+; easier access to counselling and mentoring support; more staff training around the needs of deaf parents & children.

Families voiced a great deal of frustration with NHS services (e.g. CAMHS waiting lists, lack of coordination between departments). Whilst recognising that their support worker was not responsible for this – and was in many cases praised for helping to access better care/alleviate delays – families suggested more signposting and more relevant information on additional support available, in accessible formats (e.g. BSL). Other services were mentioned as a source of frustration and stress (e.g. the Educational Welfare Service; the Home Office ; some schools). However, families were aware of their support workers' remits and power to influence and, overall, extremely appreciative of the support they receive from the Early Help team.

APPENDIX 1 – CHILDREN IN NEED (PARENTS’) SURVEY



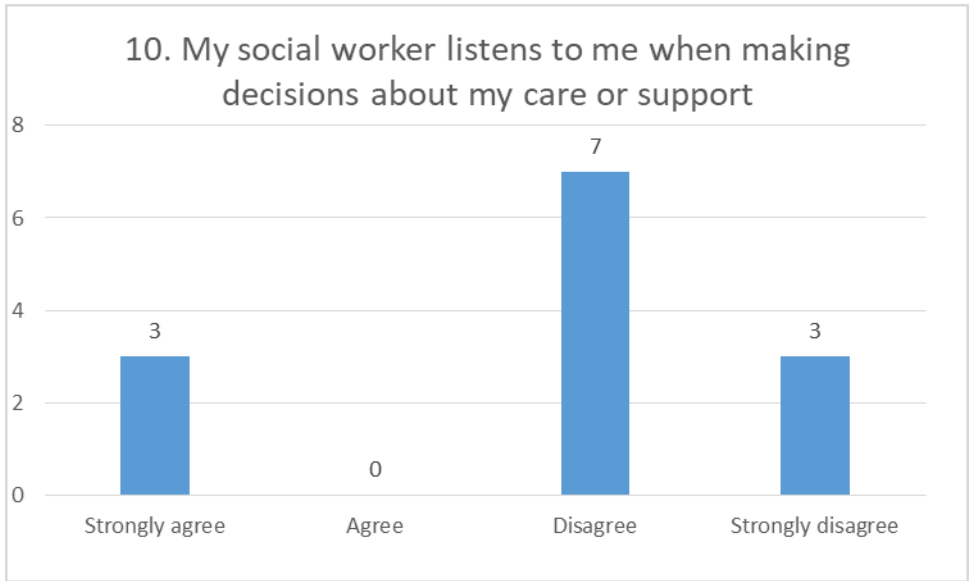
- They do this survey every year and nothing ever changes. It does nothing for me.
- 100%...really great
- Yes and no
- I get some [support], sometimes
- Amazing support
- Sort of...it's not their [social workers'] fault; emergencies come first.
- I'm disappointed with City. They don't like me.
- I'm not a fan of social services, but I have to say they were good.
- For 9 months in the hotel we didn't get anything. We had 2 single rooms for 6 people.

8. Could you give us an example of how the Children and Families Team gave you the care and support you needed and what difference that made to you?

- I was referred for therapy and a parents support group.
- She [Support Worker] was a really good advocate with my child'
- They get back really quickly, and do what they say they will do.

9. If you did not receive the support you needed, what would have helped?

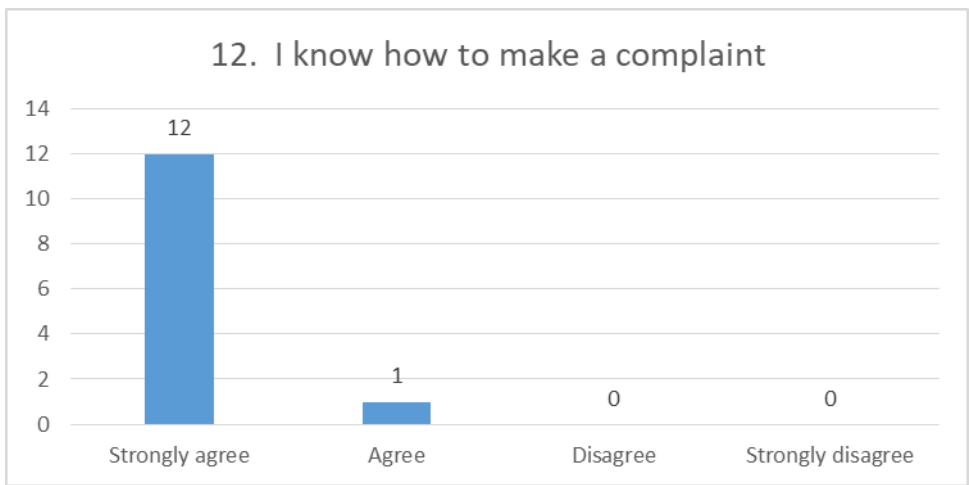
- It'll be hard when my son turns 18. I'm really worried about what support we'll get then.
- They have a timeframe for how long they can work with you. It's short, and then you have to re-apply and go through the system again. There shouldn't be a timeframe.
- They say they have to consult with their managers, and then there's delay.
- I'm grateful for the Short Breaks money but my son doesn't want to go out so it's difficult to use it. The social worker pressures me but that doesn't help.
- They found a school but my daughter is in the wrong class. She doesn't speak English, she doesn't understand, it's too difficult for her. She needs English support. She is unhappy.
- I asked for a mentor for my child 6 months ago. It might have helped.



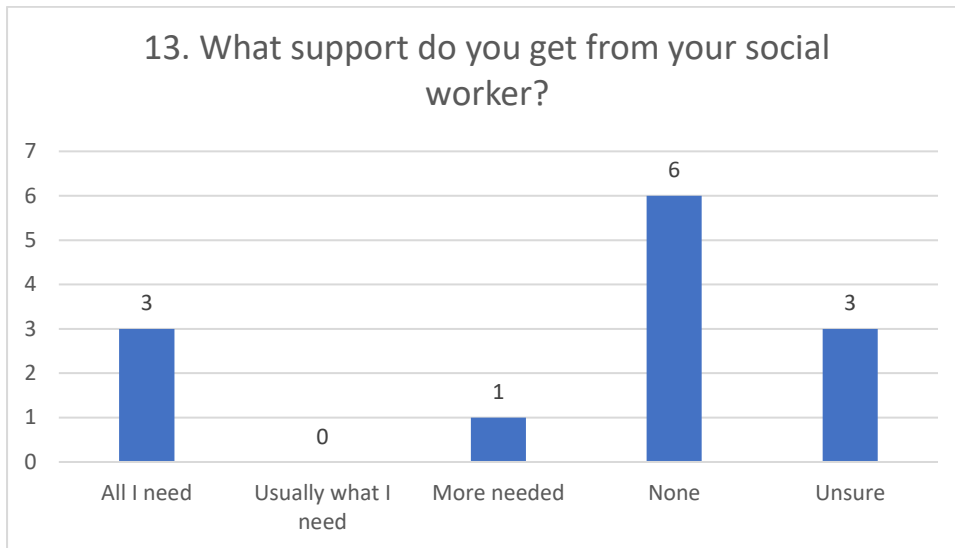
- She [Social Worker] is very nice; patient, understanding and helpful.

11. Could you give us an example of when your social worker listened to you or did not listen and what difference it made?

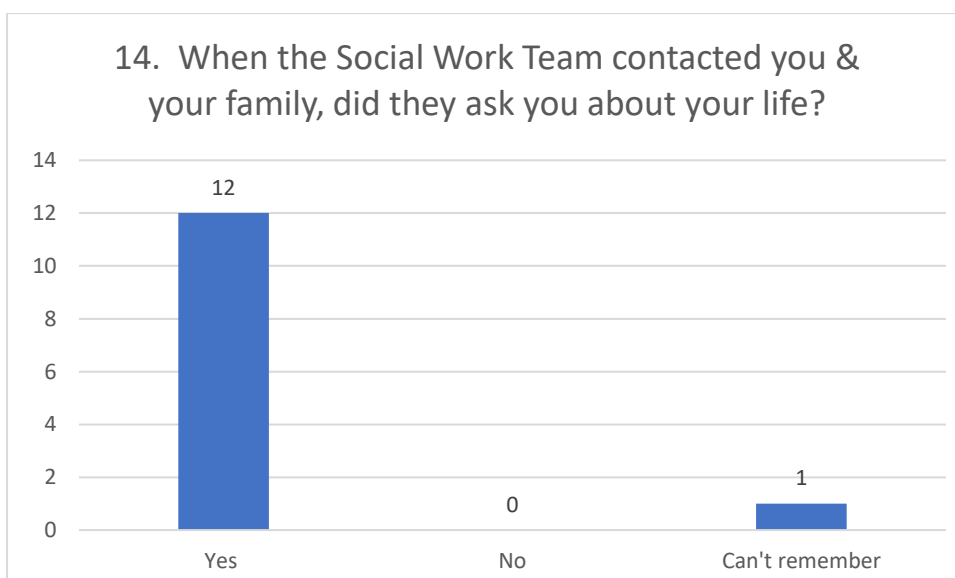
- I felt comfortable, not judged...you can talk about embarrassing things.
- When school wanted to expel my son, A [Support Worker] really helped. She talked to them and he was able to stay.
- They don't listen. My children are too polite and don't want to seem rude, so they don't say anything. So I represent them. But City think I'm manipulative.
- They are too busy to listen. There's no reflective practice.
- She [Social Worker] made me feel in the wrong for asking questions. I haven't slept last night after her [Social Worker's] visit.
- The council gave us beds and everything we needed when we moved from the hotel.



- I have no complaint, everything has been great. I got way more support than I expected.
- I challenge them but it gets brushed under the carpet. They see things the way it suits them.
- I know how to make a complaint but feel crushed by the system. I don't have the strength to complain, all my energy goes into looking after my daughter.
- I struggle with confrontation. I should complain to the manager but feel too embarrassed.
- I spoke to a manager once but wasn't taken seriously and a lot of blame was placed on me. There is nowhere else to go.



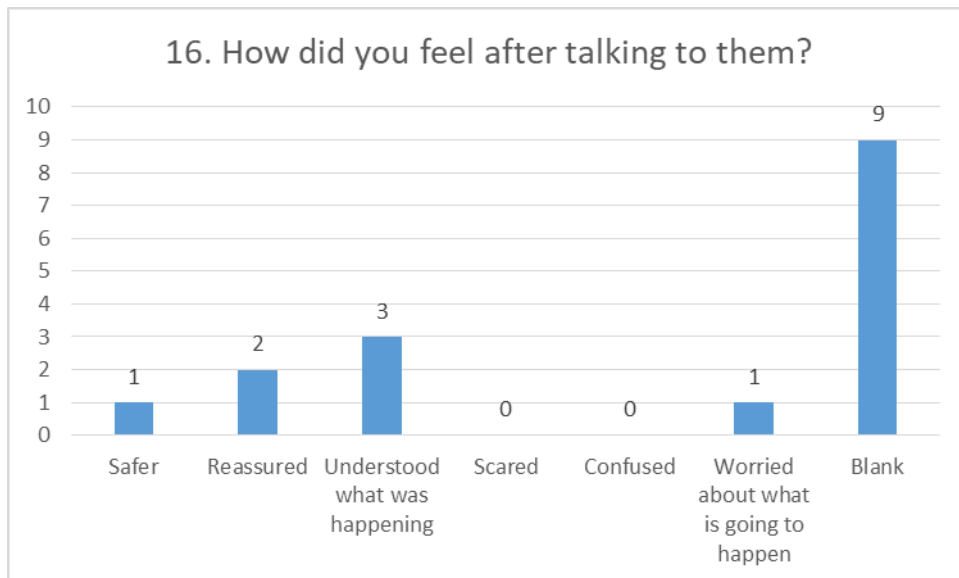
- I have mental health and this is a really worrying time for me. So I need more support.
- They ignore my concerns. I feel they are laughing at me.
- I did once have a support worker who was great. I'm grateful for her support. But the one I have now...I would be better off without them.
- I don't expect any support and I don't need any help.



- I called them and told them why I needed them.
- I got a number. I called them. They were very good, friendly.

15. When the Social Work Team first spoke with us, they...	
- treated us with respect	5
- explained why they came	4
- asked about our needs and wishes	4
- asked about our plans and hopes	4
- gave us sufficient time to respond and listen	4
- appeared to understand what we said and how we felt	3
- told us what would happen next	4
- ensured we knew their names and contact details	4
None of the above	1
Blank	7

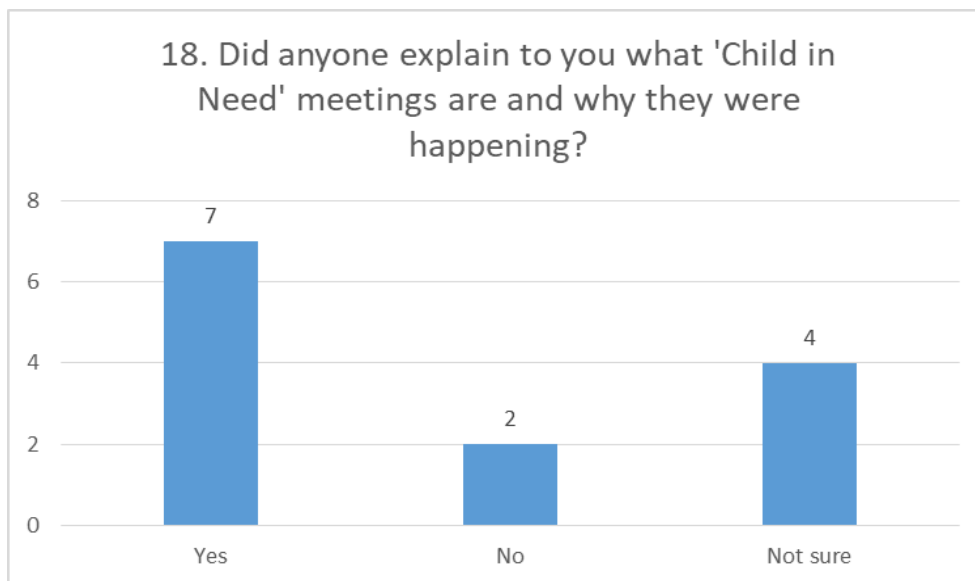
- They answered all my questions. I can't praise them enough.
- I feel they are condescending.
- The social worker came and was polite and respectful, but I didn't feel listened to. I wanted my side of the story to be heard.



- It's important to have a service that makes sure that kids are alright, so I cooperated. But they should listen to the parents. I felt a little bit judged.

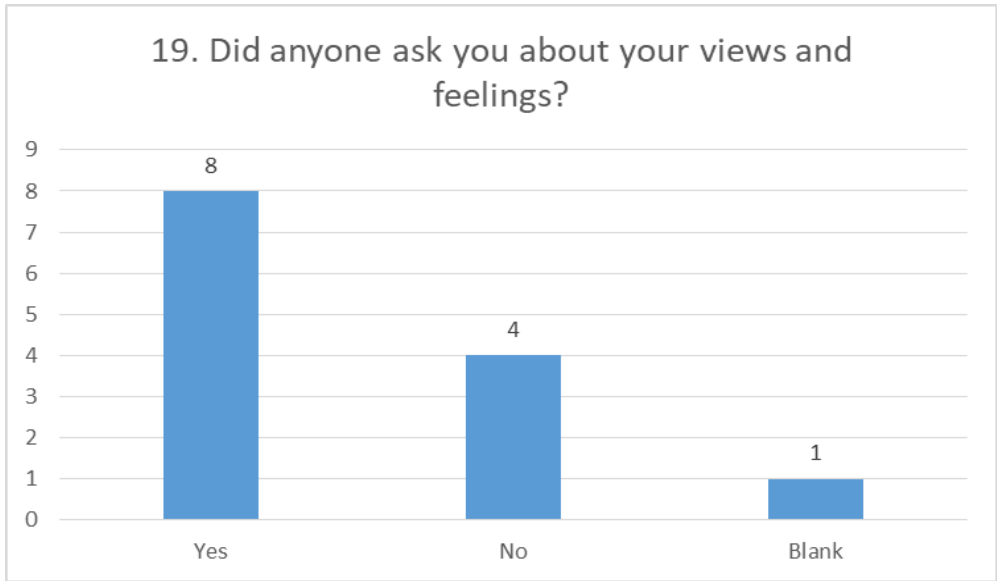
17. What do you think social workers, teachers, police or doctors can do better when speaking to you and other young people?

- Blank x5
- I understand they need to do their job, but they should really try and listen.
- Professionals shouldn't stop trying when kids refuse to engage. They do need their help.

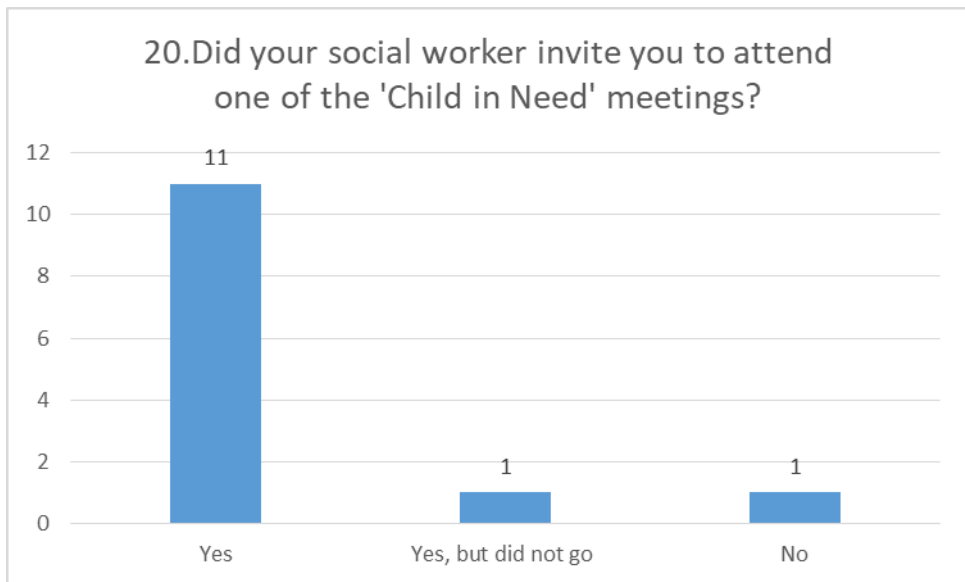


All who said yes, said it was the social worker who gave explanations.

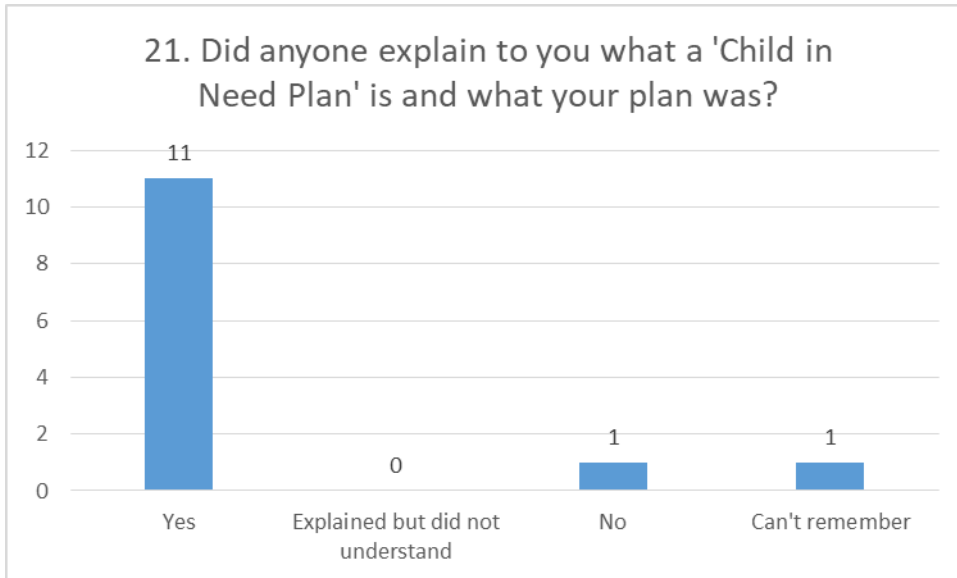
- The meetings are boring, there's never anything new.
- Social workers don't know how to run CiN meetings. They should go through the actions. They should ask for feedback from participants and act on it. They should give more than one week's notice so all professionals can be there. Minutes should be promptly circulated...it's not good enough but everyone just lets it happen.



- I feel very judged by my social worker.



Of the two that did not attend, one was unsure that they would like to attend all or part of a meeting, the other definitely did not wish to attend.



- Our CiN Plan doesn't reflect our current situation. It's based on old assessments and reports but staff are too overworked.

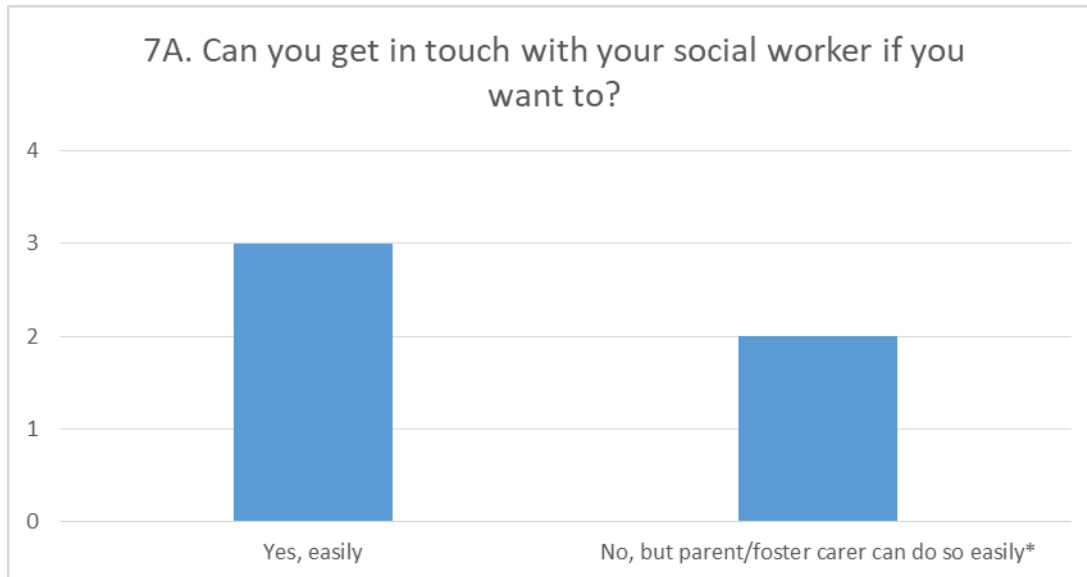


23. What can we do to make you and other young people feel safer at home or on the street?

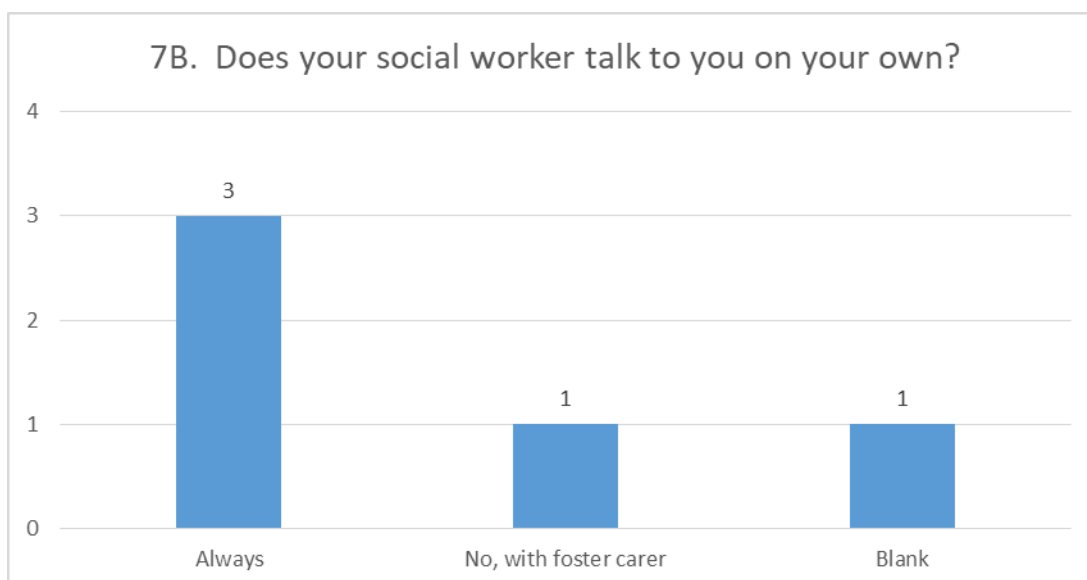
- Blank x7
- Support should be open-ended.

APPENDIX 2 – Children in Care SURVEY

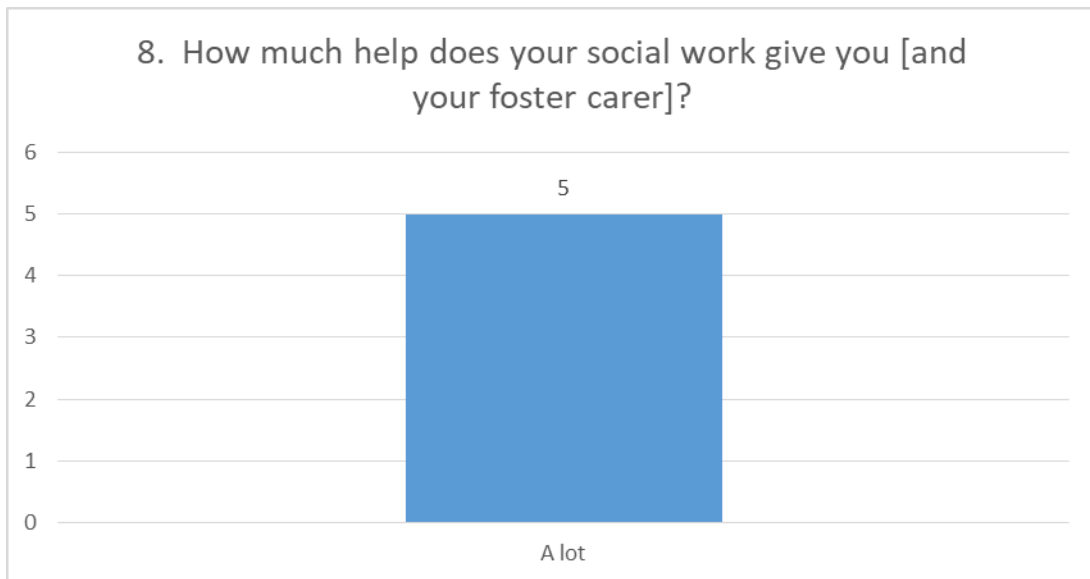
About Your Social Worker



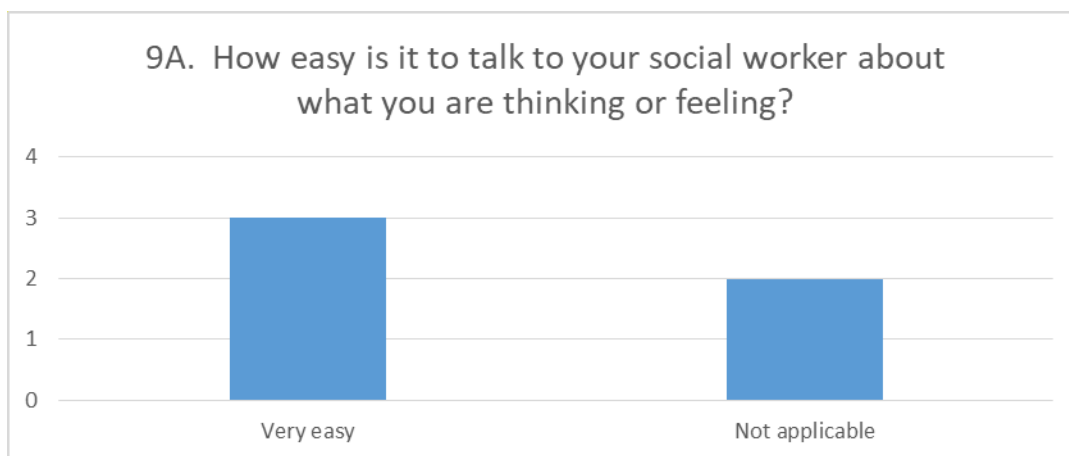
- I have a new one, she seems ok.
- She always replies.
- She's always been there for me for the last 3 years.
- CARER: The social worker is brilliant. She always gets back. She is very experienced, knowledgeable and efficient.
- CARER: If I need help, I can get in touch.



- Yes, always, sometimes online.
- CARER: She attends all the meetings, LACs, PEPs, Annual Reviews...so many. She has made a real point of getting to know [the child and their] needs, likes and dislikes.



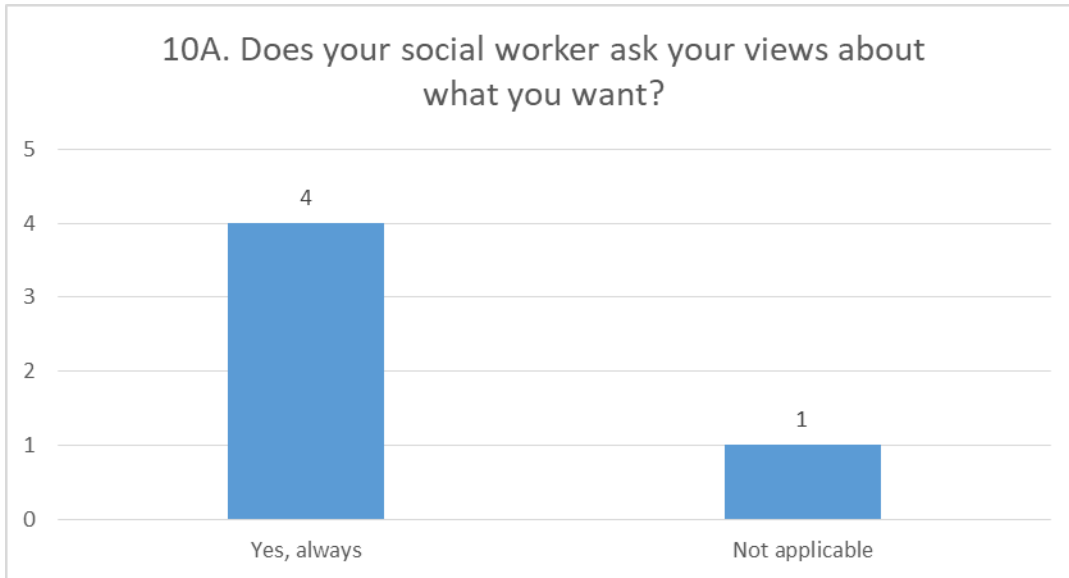
- I get a lot of support. I'd really like a bike but that's not possible anymore.
- CARER: She [Social Worker] has supported us every step of the way.
- CARER: The social worker comes to our house for regular meetings. It's easy to raise issues with her. I really like working with her.



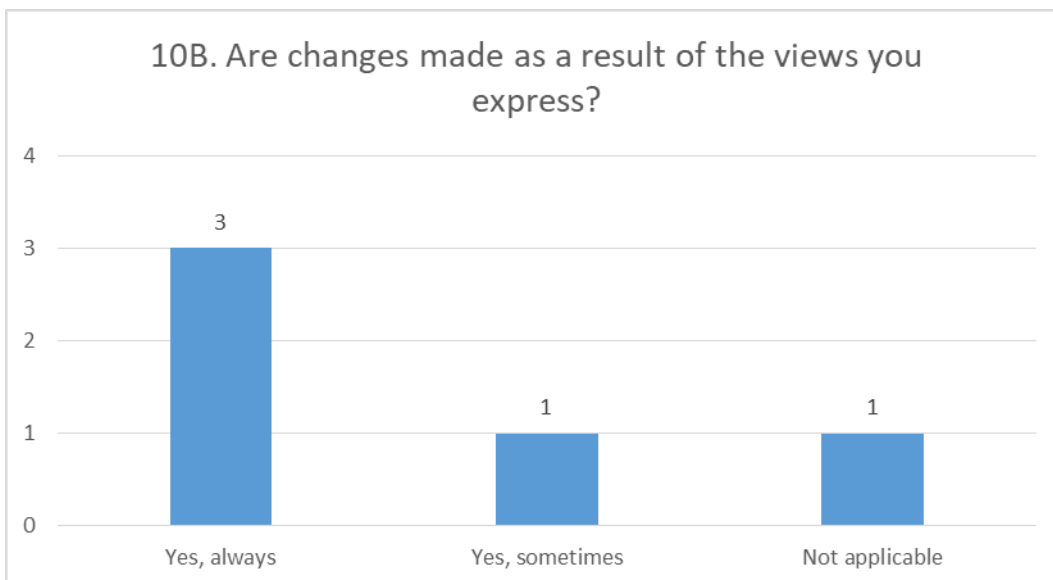
- I trust her [Social Worker]. She's nice to talk with.
- It's comfortable
- She's friendly

9B. What is it about your social worker that makes you feel that way? What helps you talk to them or stops you doing so?

- She [Social Worker] listens and is really friendly. She understands me.
- She [Social Worker] is very kind and has a sweet heart. She takes care of me.
- She [Social Worker] takes me really seriously.

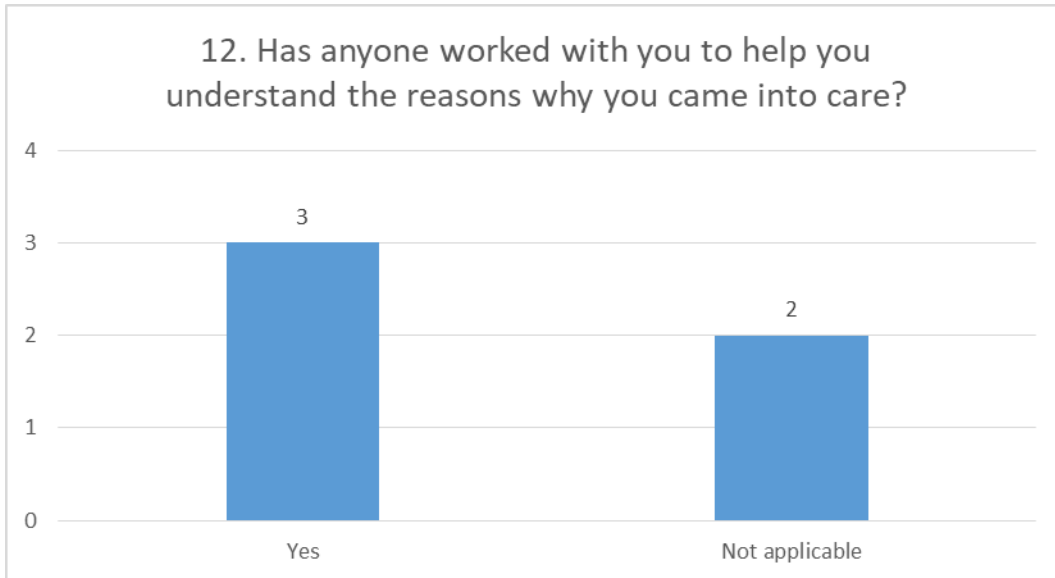


- She [Social Worker] says, 'whenever you need me, call.'



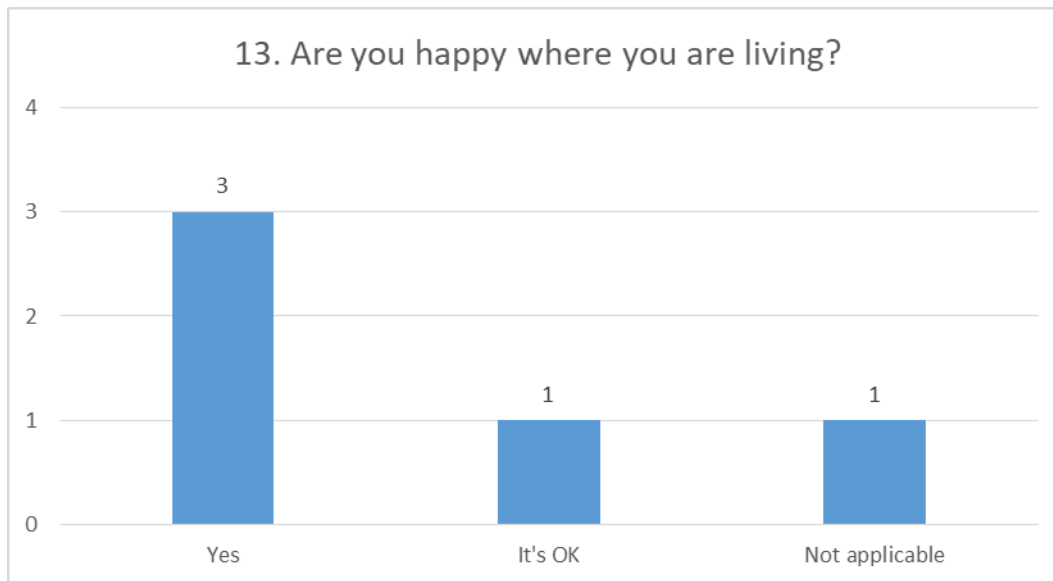
11. Can you give us an example of something that changed or when you were disappointed?

- I get Universal Credit and have a bank account.
- She [Social Worker] has helped loads...place to live, driving lessons, college, have a good life...anything I need.

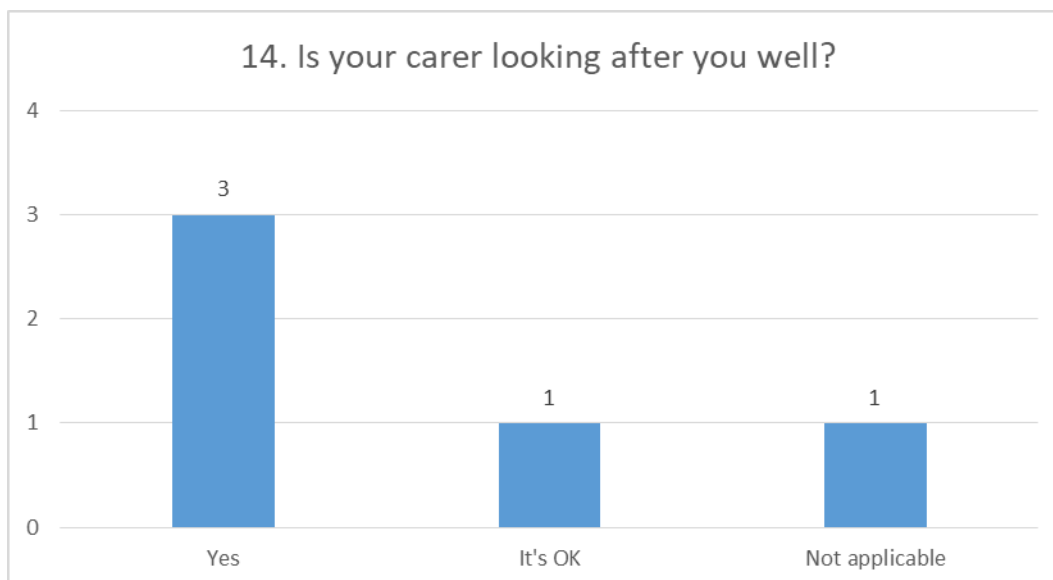


- Especially at the beginning. We talked [about] all my background and it really helps.
- She [social worker] is going to help to speak with my family.
- She's helped a lot with this...finding my family...we're now waiting to hear from the Red Cross [Family Tracing Service].
- It's so difficult to live without your family.

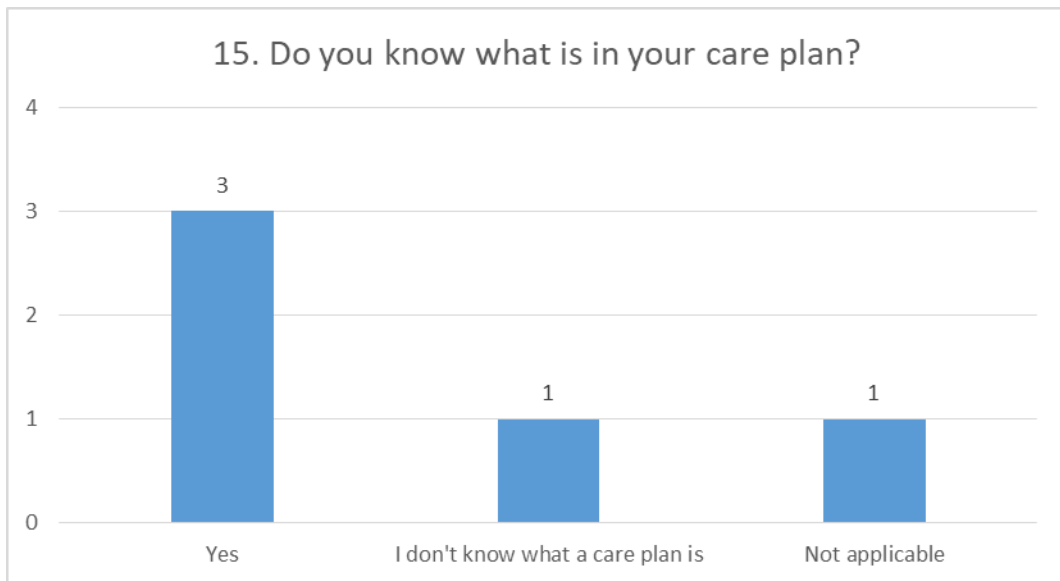
About your care



- It's ok in my shared house but at 18 I want to be independent, without staff.
- My foster carers are really good people. Even though they are not from my country, they give me love like my own family.
- CARER: It took a lot of hoops to get [child A] into this placement but she [the social worker] made the process really easy. It's exactly the right placement and [child A] is thriving there.

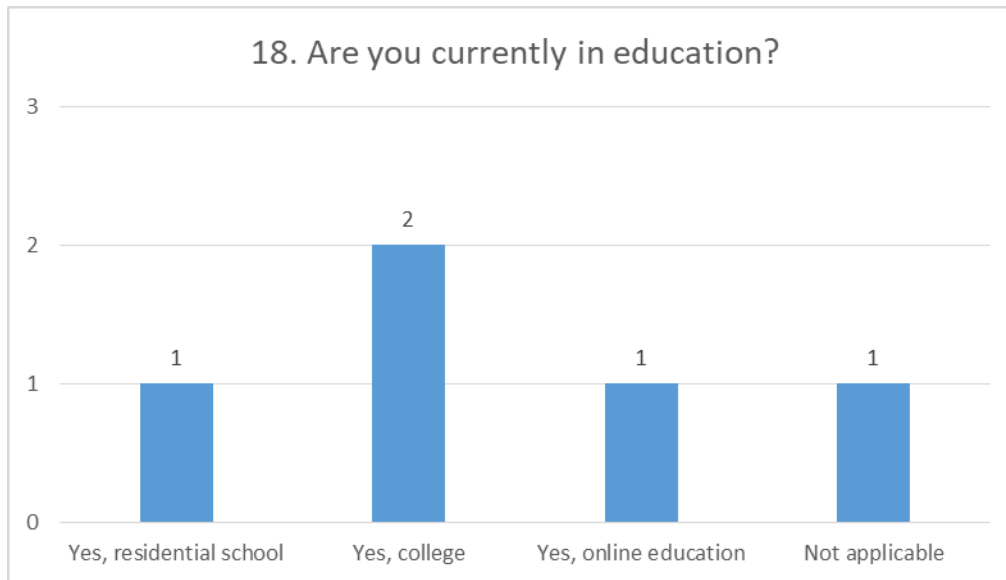


- Yes, very supportive
- They [foster carers] give me confidence with my studies.

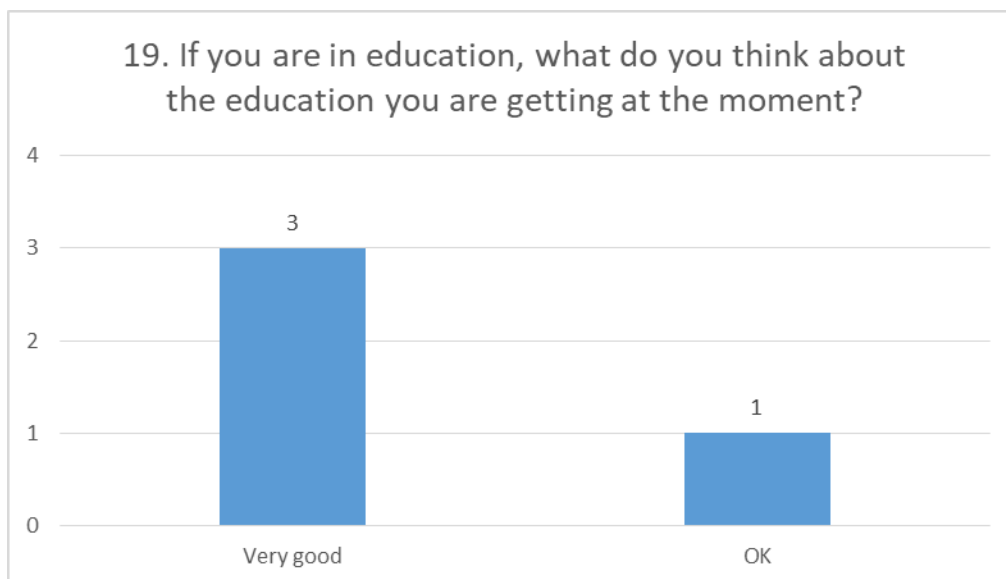


- It's about being independent and college.
- It says: carry on studying. And playing cricket for a club.

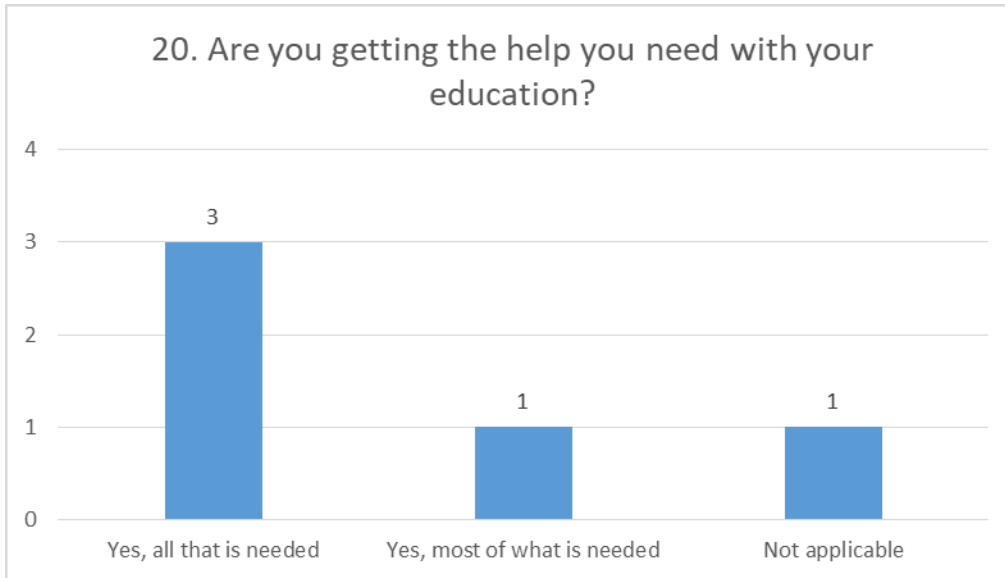
About your education



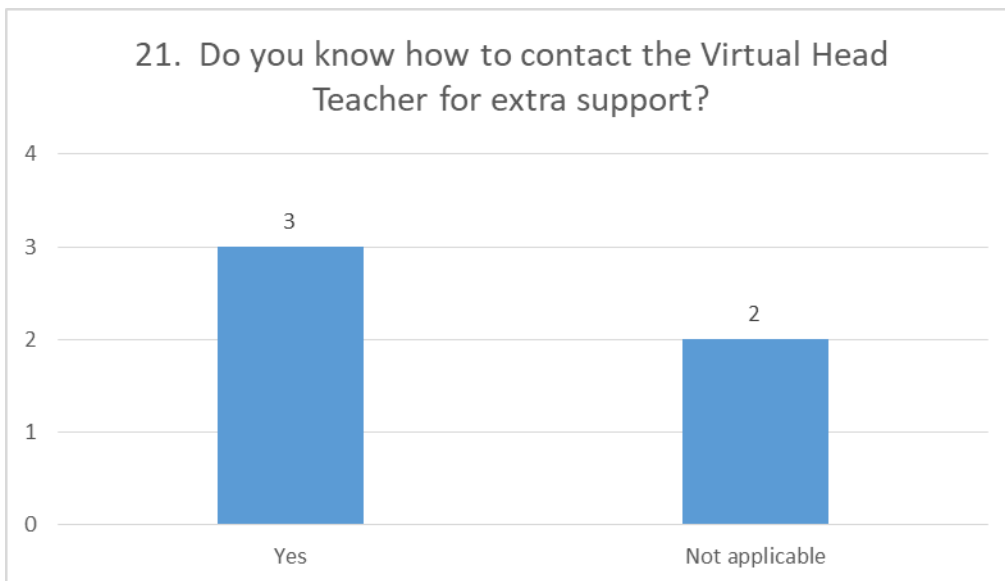
- Yes, electrician level 2. See how I get on. I want to earn good money.



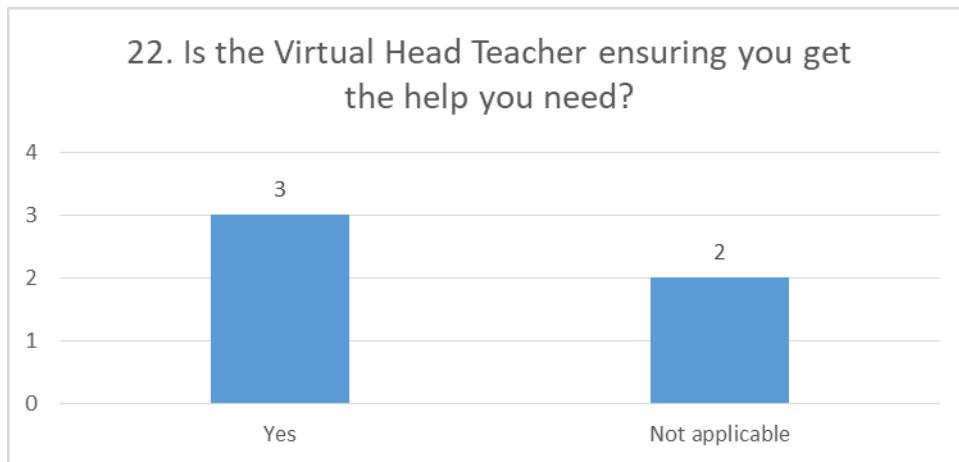
- It's not 100% but the staff are ok. I need to improve my English.
- When I had to choose a course I wasn't sure. But my foster carer suggested electrics and I love it. She noticed how I was always helping with bulbs and fixing things. She [foster carer] said, 'You'll be successful.'
- The teachers are smart.



- My social worker found me online English support classes I can do in my spare time. I also have a library card and get books.

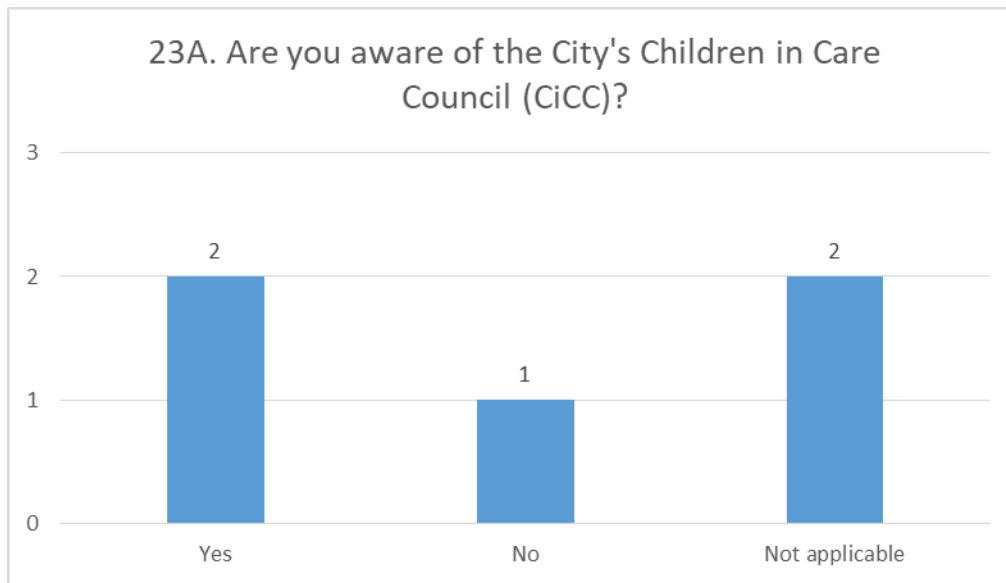


- I know the name
- I know them. If you have 100% attendance at college, they give you £100.

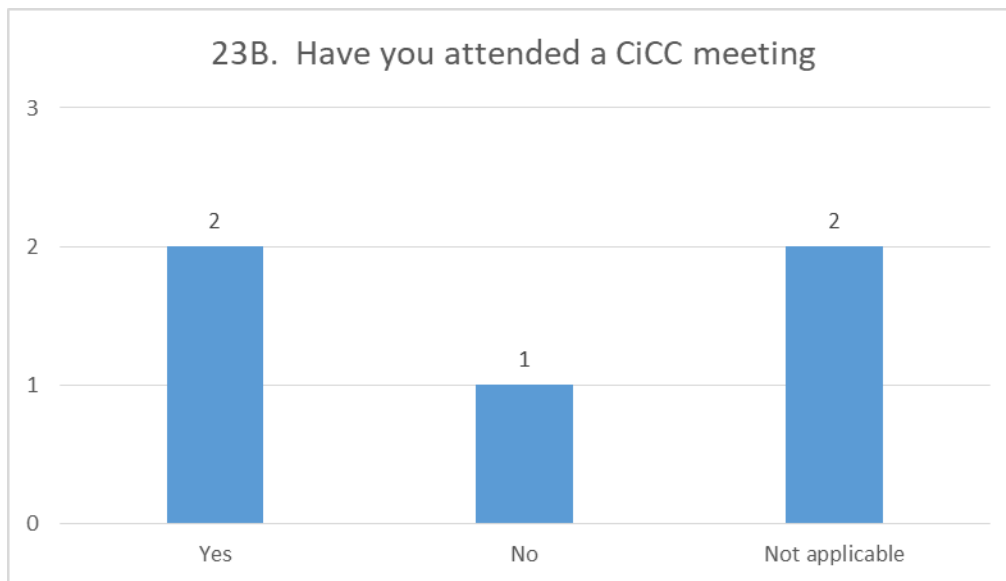


- They talk to you about CVs.
- They help with finances, bursary.

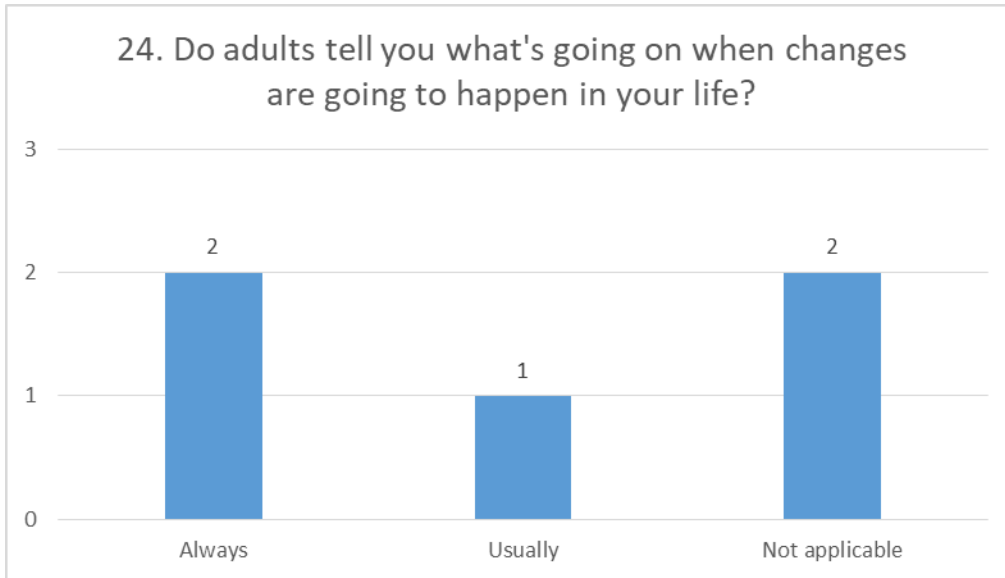
Having your say



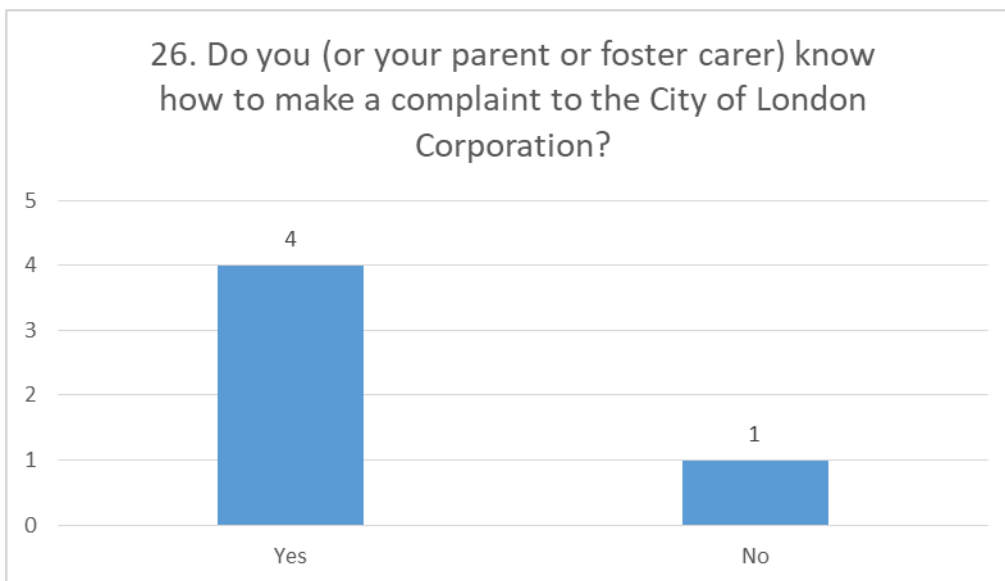
- They organise activities and trips. I went twice this week, to London Eye and the beach. I really enjoyed that.



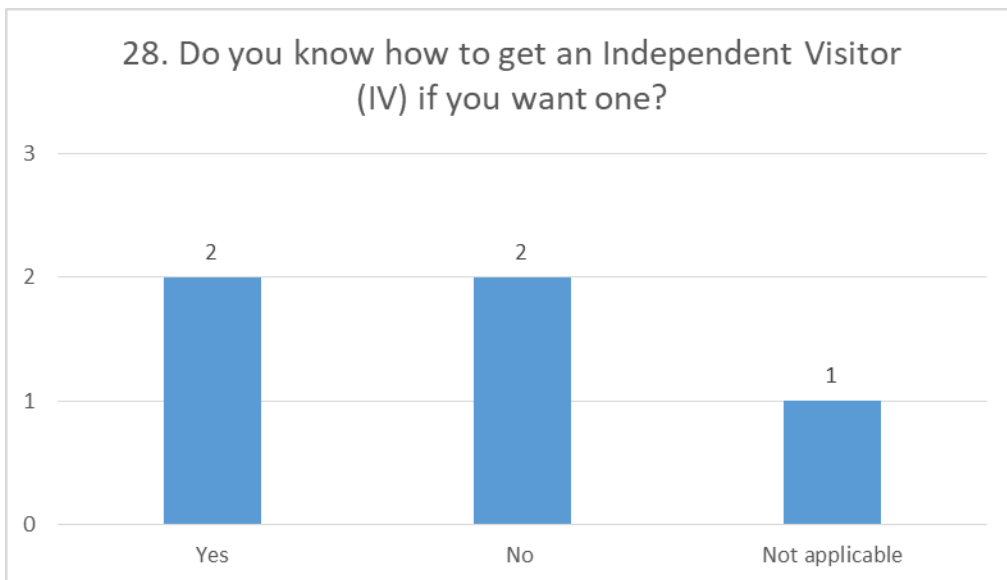
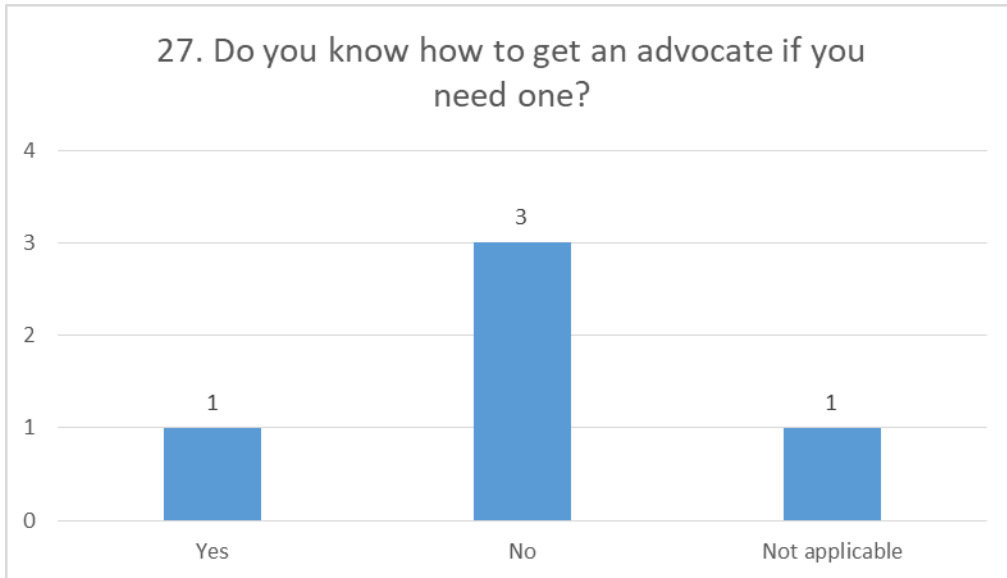
- I went but it's too far for me. I meet friends here now.
- I just want to play cricket every day.



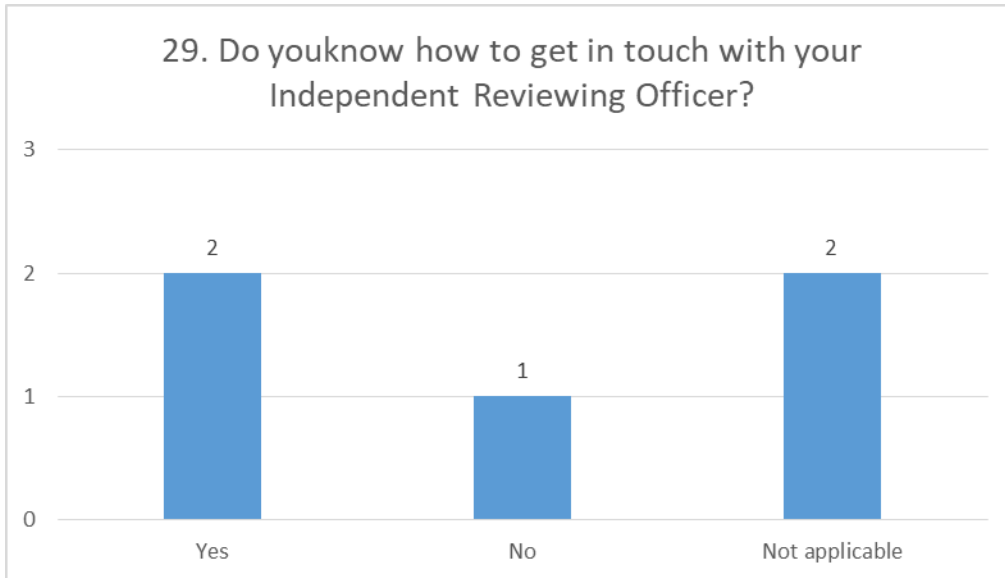
25. Could you tell us an example of when knowing in advance about changes have helped you?



- I would always speak to my social worker.



- I have an IV. She takes me out every month, we go to the seaside, restaurant, all different things... We talk a lot.



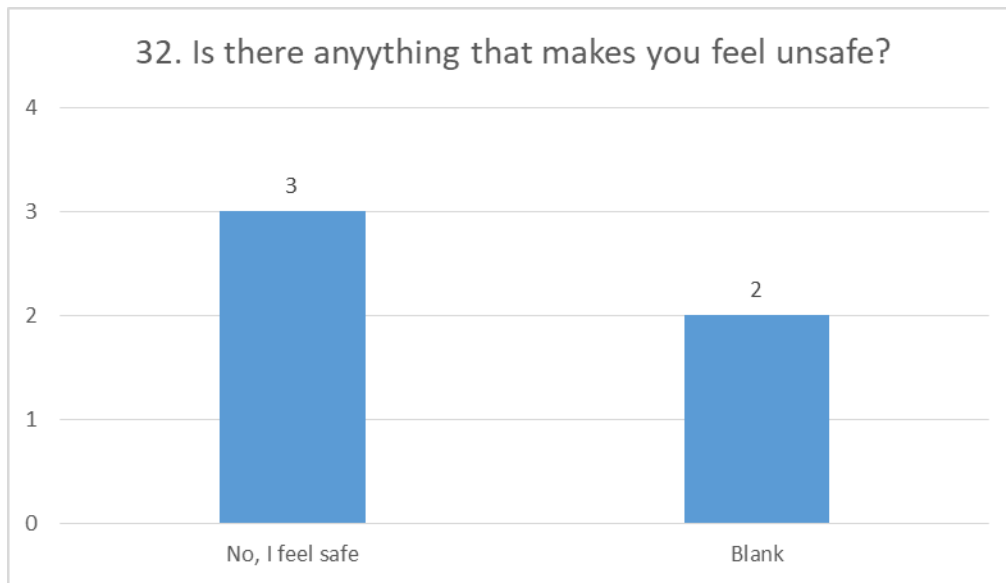
- I met him, he's a good guy.



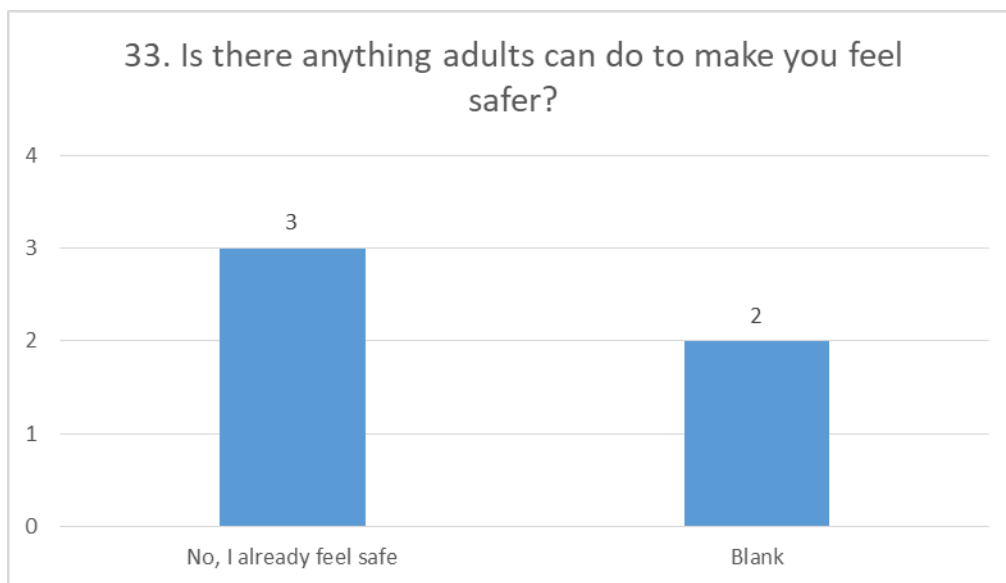
31. Can you give us an example of how your IRO has helped you changing things in your care?

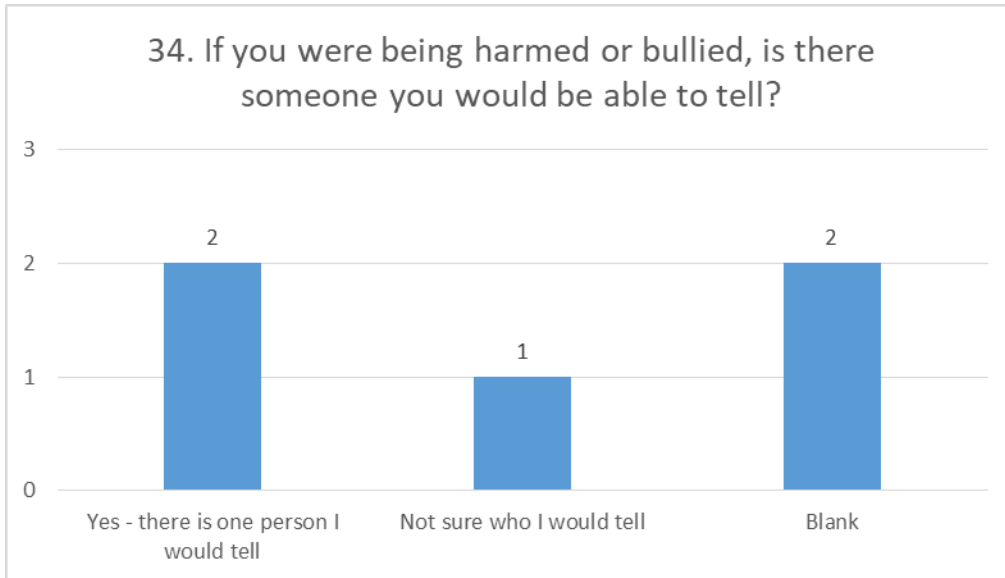
- Lots of things, because they're friendly and want to help.

About your safety

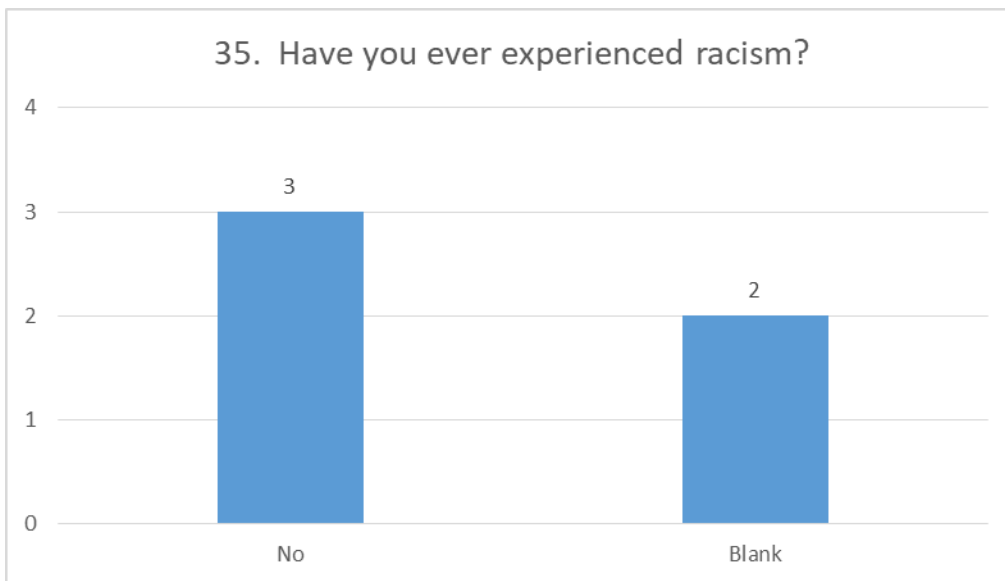


- I'm very confident even on my own.



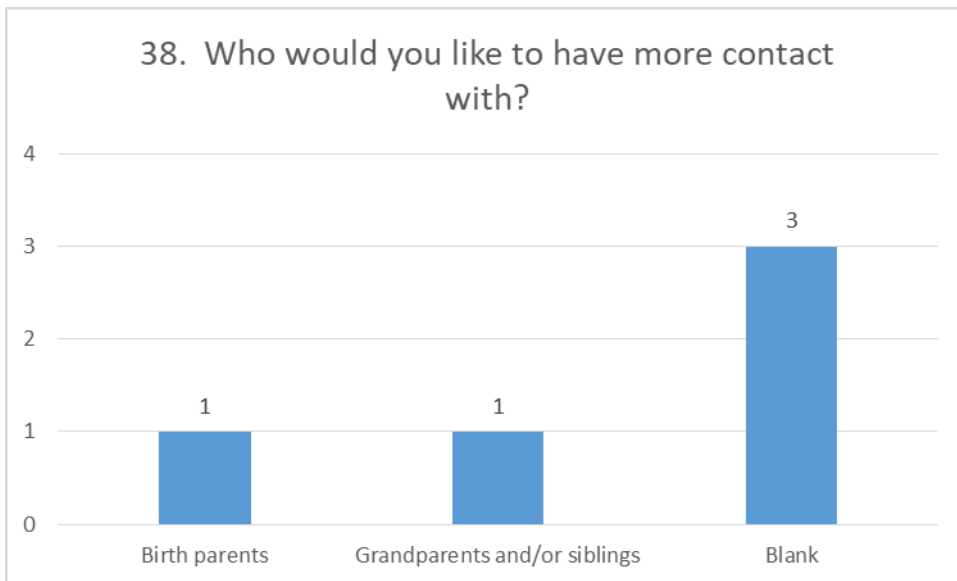
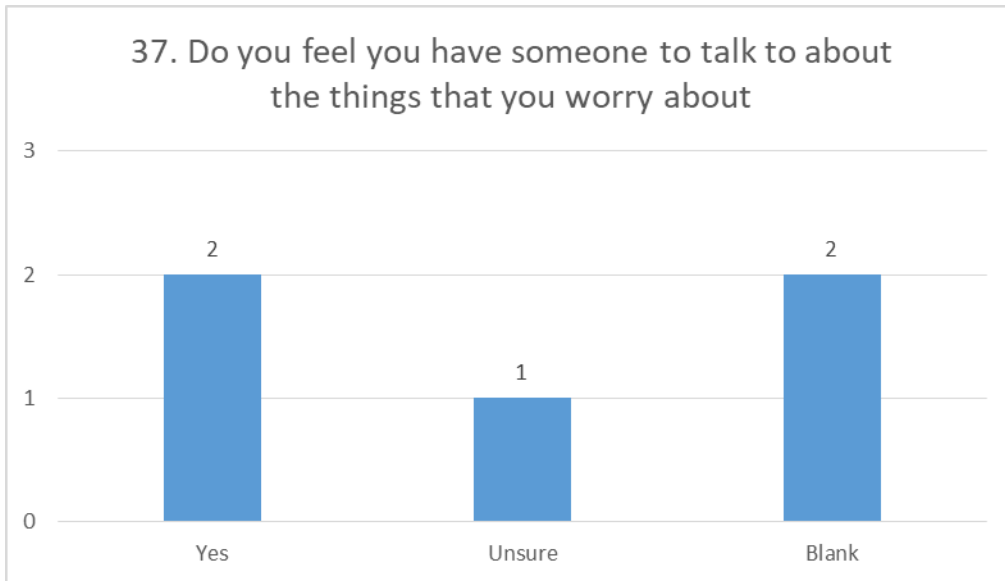


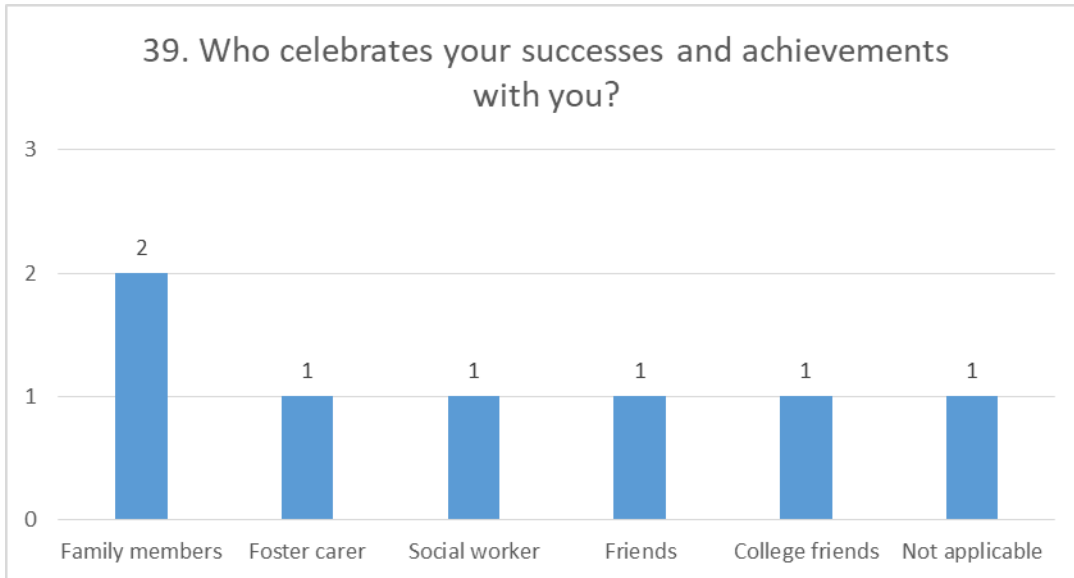
- I would tell my social worker and maybe my solicitor.
- I might tell my social worker or key worker, not sure.
- I'd talk to my foster carer or social worker.



- There's lots of racism on social media but what can they do?

36. Is not applicable because no-one replied "yes"



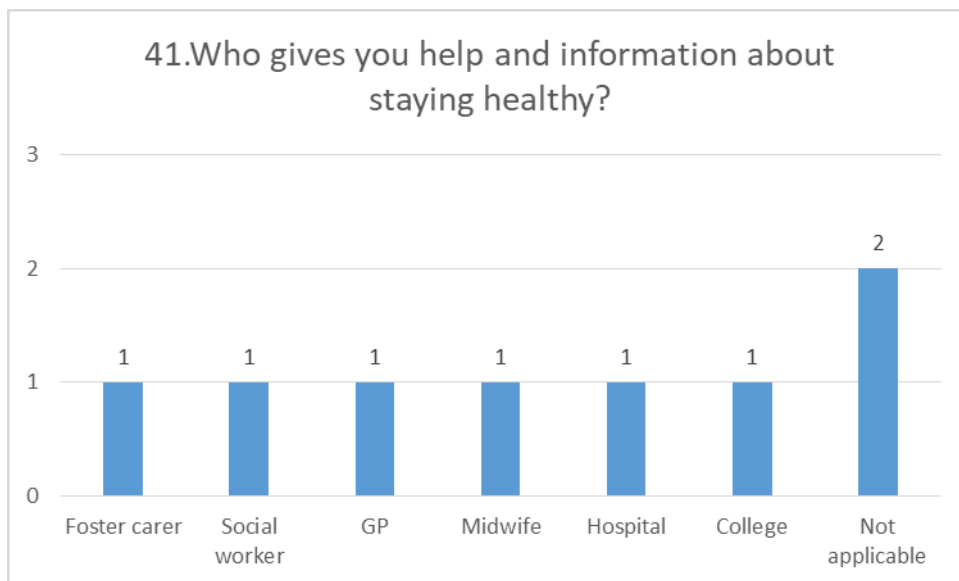


- My auntie and some other relatives
- My college friends and other friends. We have lunch or dinner together.

40. How did you feel when someone celebrated with you your success or achievement?

- It feels supportive

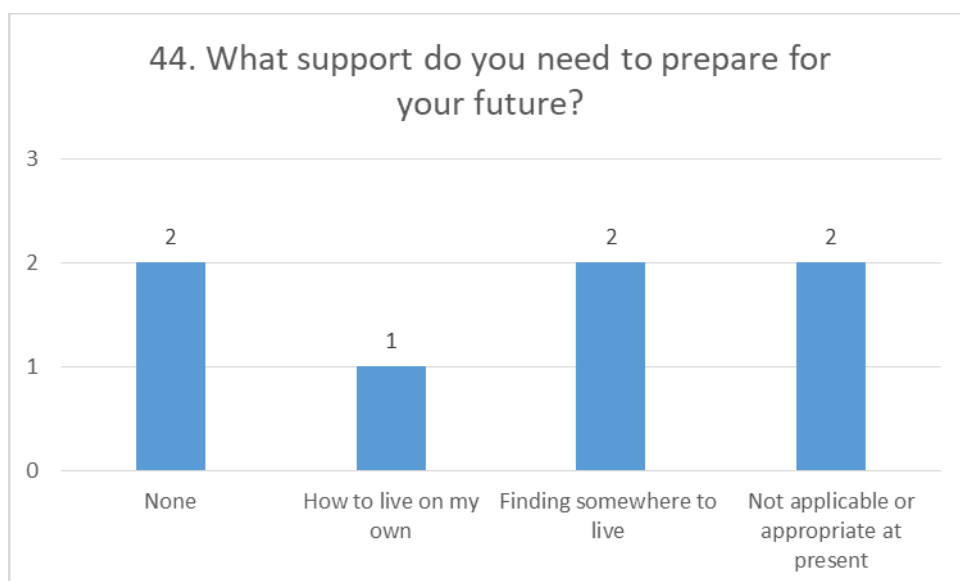
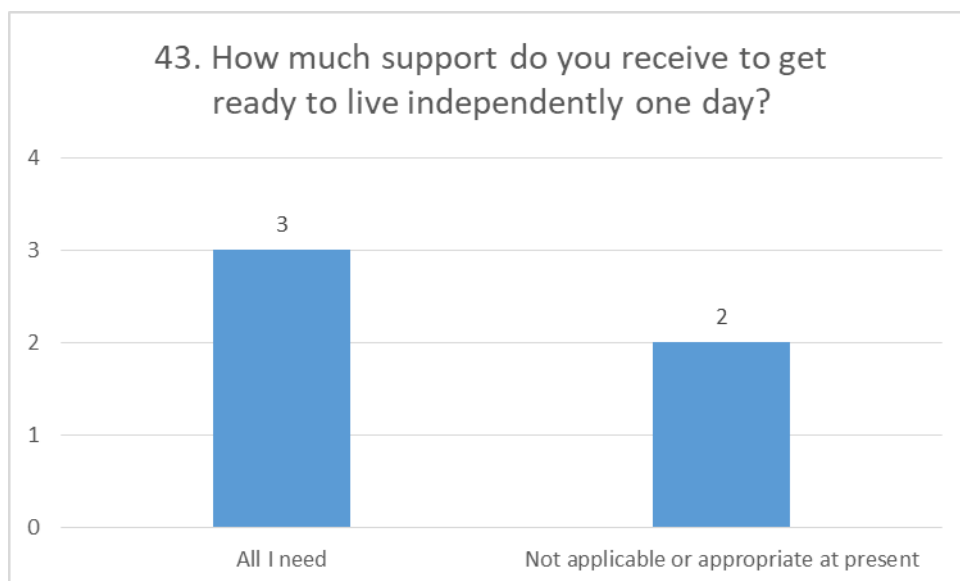
About your health



42. What information would you like more of and less of?

- It's so hard to get a dentist appointment. I waited one month.
- I have enough information. I go to the gym, and exercise and keep busy.

About your future



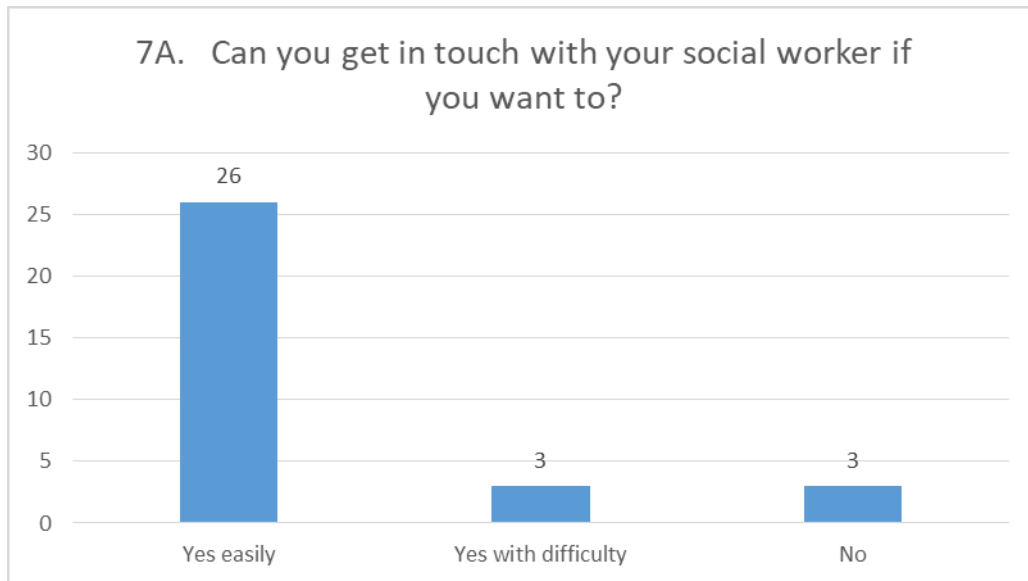
- For me the most important thing is to get my Home Office document. I've waited for over a year. It's too slow. If only someone could do something.

45. What other help would you like from the City of London?

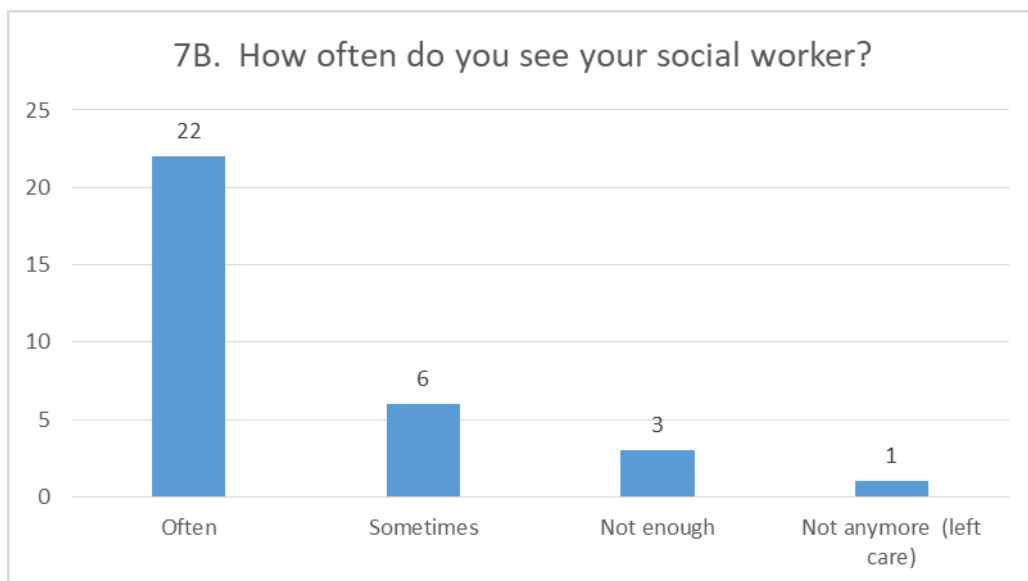
- It's ok. Everything is better now.
- I have everything.

APPENDIX 3 – CARE LEAVERS SURVEY

About Your Social Worker

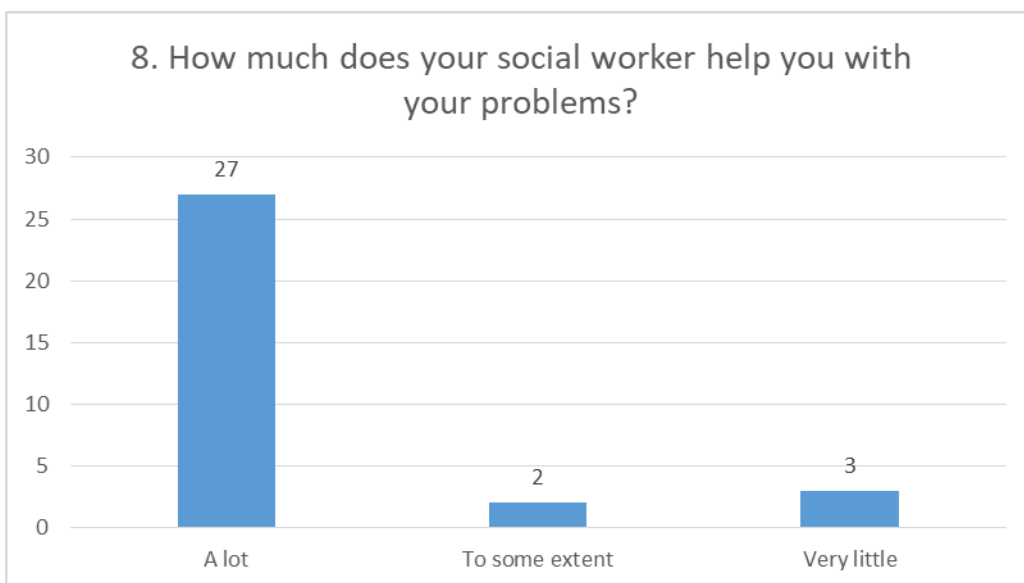
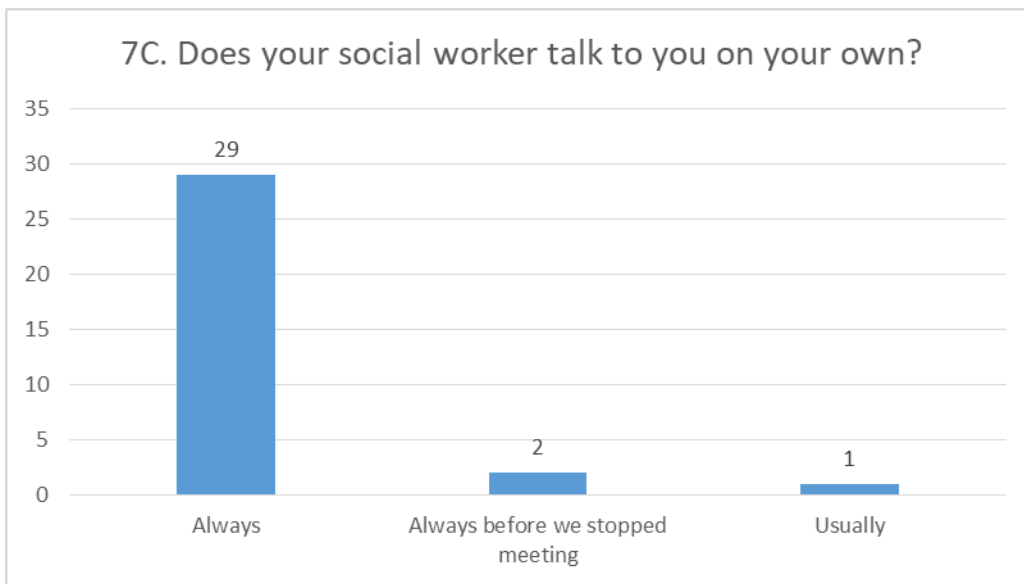


- Whenever I have a problem, they are always reliable and respond immediately.
- It's really easy (x7)
- When I call, sometimes she [Social Worker] doesn't reply and doesn't call back.
- They reply anytime, always.
- She [Social Worker] is always texting, asking how I'm doing.
- If I want to talk, she [Social Worker] listens.
- I often don't get through.



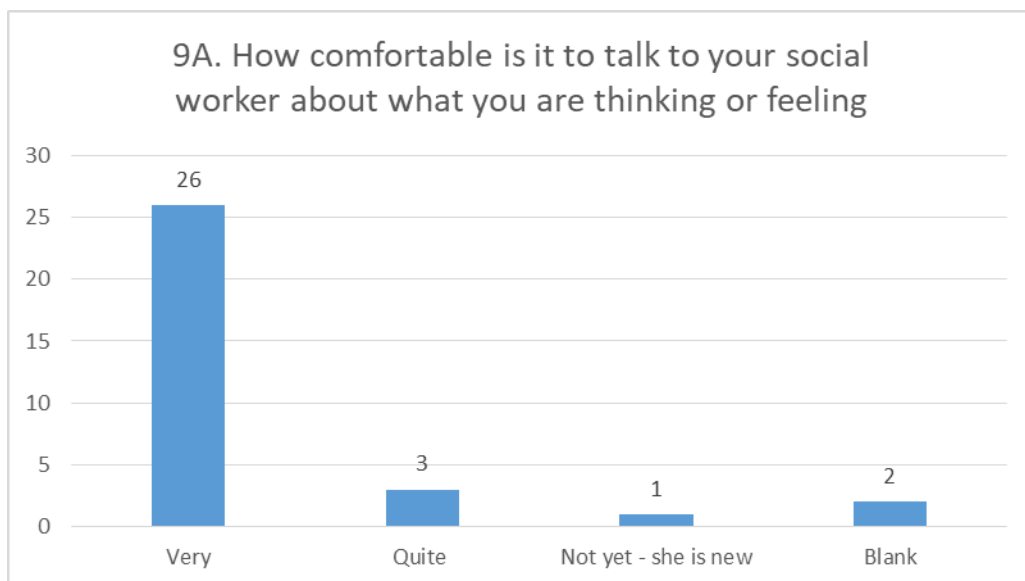
- We talk every week, mostly WhatsApps, and meet once a month or so.

- If I have anything, I just go to their office.
- Every time I need to.
- I live far, but she comes when she can.
- Every 6 weeks or more.
- If I want something, I call.
- I had too many different social workers, but I have a good key worker who I see often.
- As often as I like.
- She [Social Worker] calls me every 2 weeks and asks, 'How are you?'



- So much...council house application, driving lessons...everything I need.

- I'm feeling down, with mental health problems now. She [Social Worker] does what she can but she has limits, which I understand.
- She [Social Worker] is always here for me. She helps so much...education, summer job...a lot of things.
- All the support I need.
- No-one really supports me.
- She [Social Worker] is getting me to do something with my life.
- She [Social Worker] got me a holiday job.
- Everything... housing, education, college, doctors...they help in any way they can.
- Everything is good, I'm 100% happy.
- My child lives far away and City pay half the fare so I can go and see him, but really we need a house urgently so we can live together. My social worker does everything she can and I do understand it's not in her power to give houses. She wrote a support letter for extra points.
- She [Social Worker] is absolutely helpful and very kind.
- My social worker has been more than helpful. I've never asked for something and they've not done it.
- She [Social Worker] makes me learn things. She understands me well.
- When I first came I didn't know anything. Then everybody helped me.

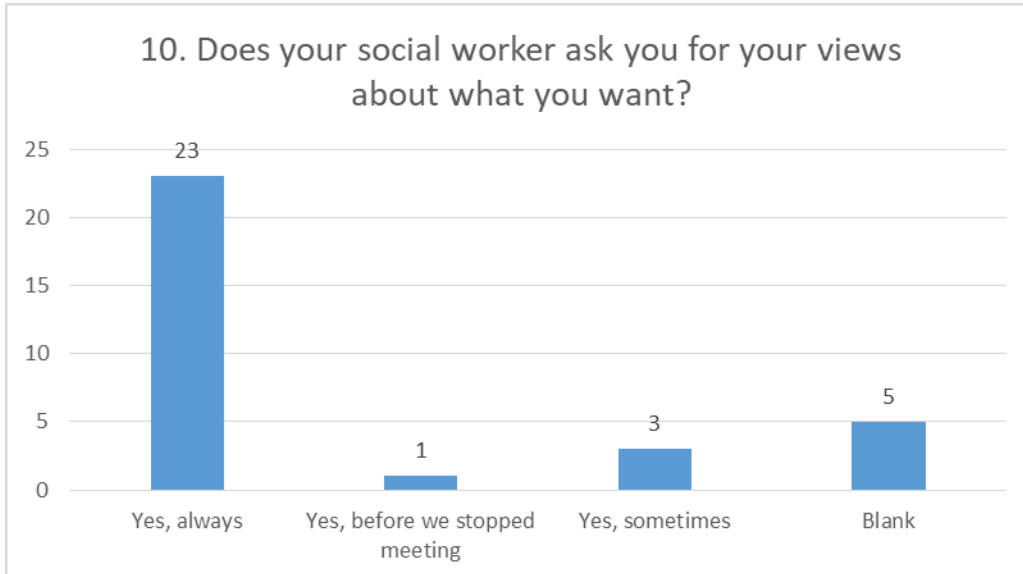


- I always go to her [Social Worker] first. I've known her for 3 years.
- I always share my feelings with my social worker. She is completely trustable and does the best job.
- She's kind and has been good to me.
- I trust her.
- We know each other. She's been my social worker for more than 3 years. She's great.
- You can be really open with her.

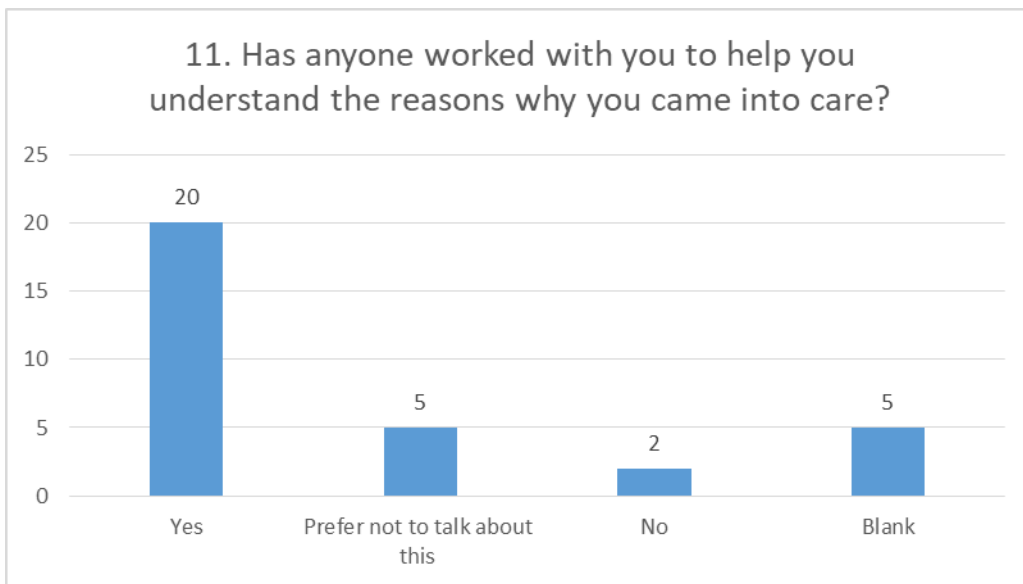
9B. What it is about your social worker that makes you feel this way (e.g. what helps you talk to them or stops you talking with them)?

- I've known her for 7 years. She's always been here for me.
- She helps 100%. I trust her very much. She's a really nice person.
- She's very good at communication.

- She's so friendly, I'm so lucky.
- He laughs a lot and smiles. He speaks to me good, like a friend.
- ...because she is interested in me.
- She's real open-minded and understands my situation. She gives advice but says, 'It's up to you.'



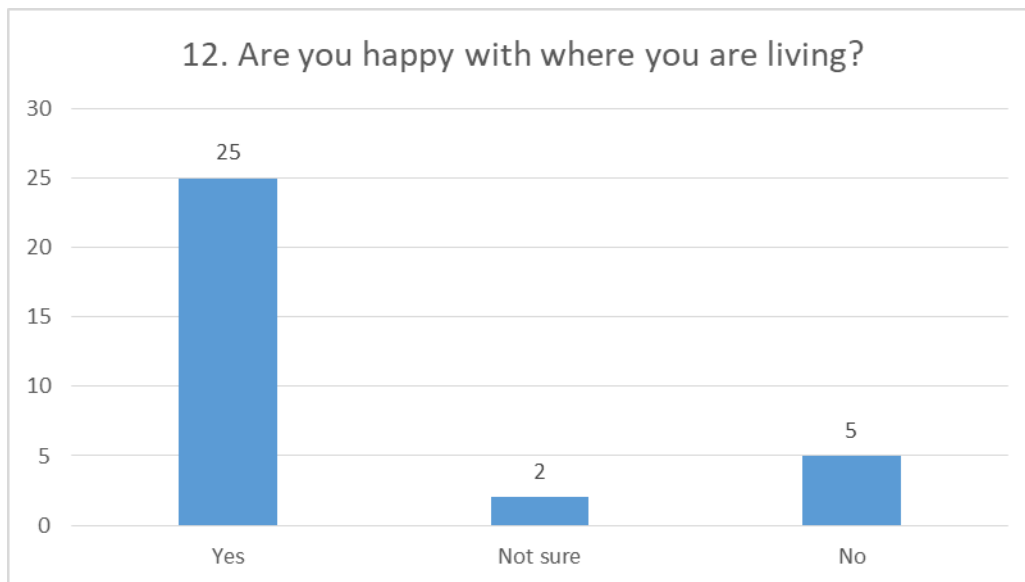
- All the way along.
- Mostly I suggest things and I speak up for myself.
- For example, with finding me a house, we took a long time. I told her what I wanted. She sent me pictures and said, 'Would you like to choose?' She listened.



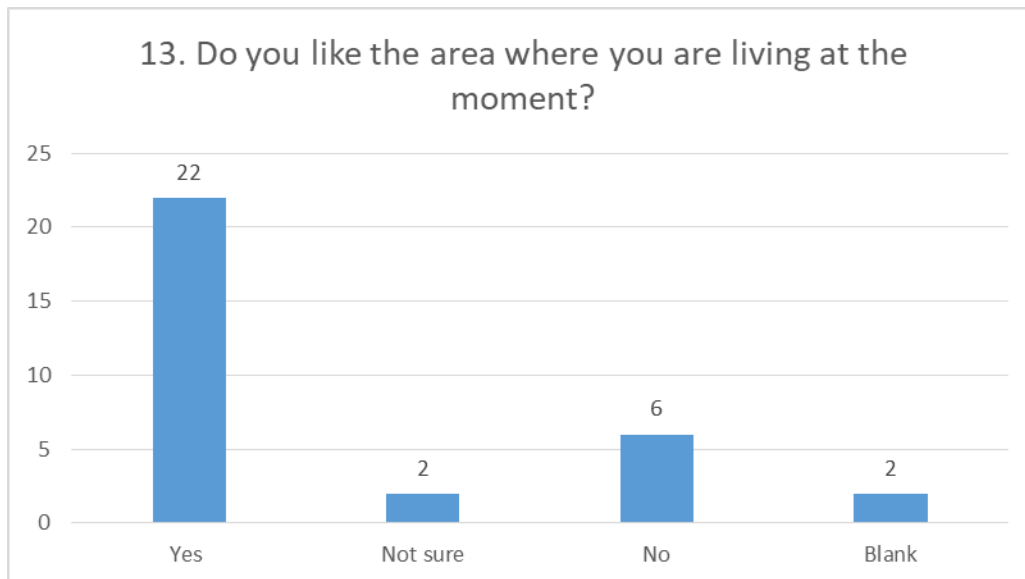
- We talked about everything, and she [Social Worker] offered help always.
- I prefer not to talk about this and they [Social Services] are respectful of that.
- She always lets me talk about my parents, my past. But only if I feel like it. If I don't, we stop.
- Sometimes we talk about home. She's such a good listener.

- We talked about my journey to this country and it helped me.
- I don't want to remember...the war, the killings...I lost aunties, uncles, a brother...
- I came as an Unaccompanied Minor 10 years ago. They supported me through everything. Even my immigration is sorted out.
- I don't want to think.
- Some things no-one can help with.
- She [Social Worker] knows everything about my history, my parents, where I've come from.

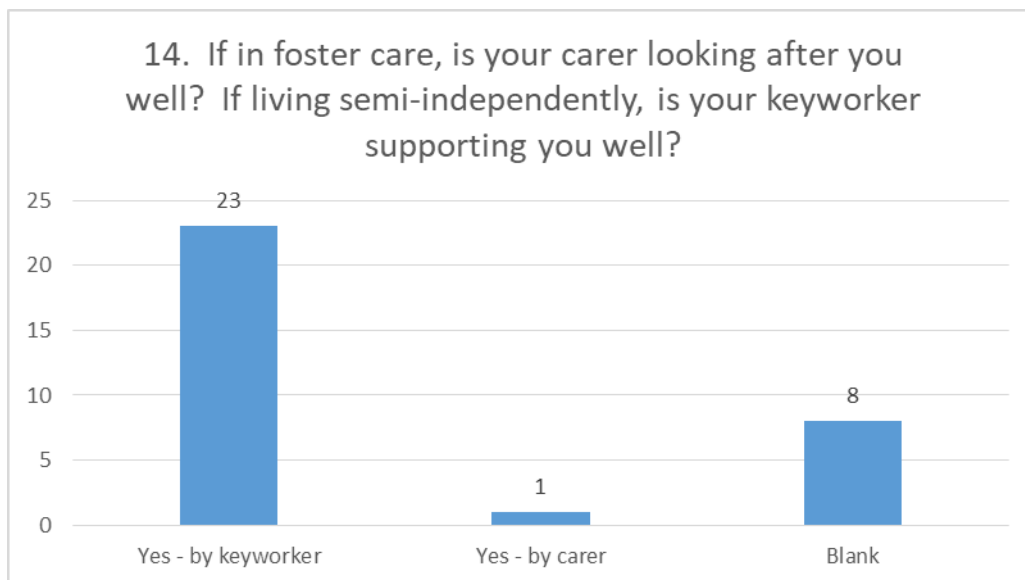
About your care



- Very happy. I have my own place. I have friends here, everything I need.
- I live in private rented accommodation and am struggling financially, to pay the rent. I was homeless and trying to start a new life.
- I live in a 1 bedroom flat with two kids. I need a council house. I've waited for a year now. I can't afford to rent privately.
- I'm not happy with my accommodation. The bell has been broken for ages so I don't hear deliveries. There's no hot water. *My Life* say it's City's responsibility. The place is smelly and dirty.
- I got my own council flat last year. I'm really enjoying it. I have everything now.
- I like it, it has everything that's needed.
- I have my own council place finally. I can settle.
- I'm starting uni in Cardiff next month. I'll be moving. I'm very excited.
- This flat has no internet but I'm just waiting to move now.
- I'm moving shortly and found a place myself in Croydon. It has a bad reputation but I like it.



- It's a safe area, nice friendly neighbours.
- I don't like it. I have lost all my networks since moving here. I have no money and can't travel.
- It's quiet, on a small road. No problems.
- No. I live on a highway. Its half an hour to the shops. It's not safe at night.
- My area is brilliant, quiet and safe.
- I was moved here from Berkshire. It's nice and feels safe but I don't know anyone and its far from my old friends. It's quiet and the shops are close.
- It's a good area and I know the other people in my house.
- No, I want to move. It's too quiet. I asked 2 years ago for a council house.
- It's a busy, lively area with a market. You see some bad people, but you don't speak to them.
- No. You see so many bad people, who take drugs, sell them, drink alcohol.

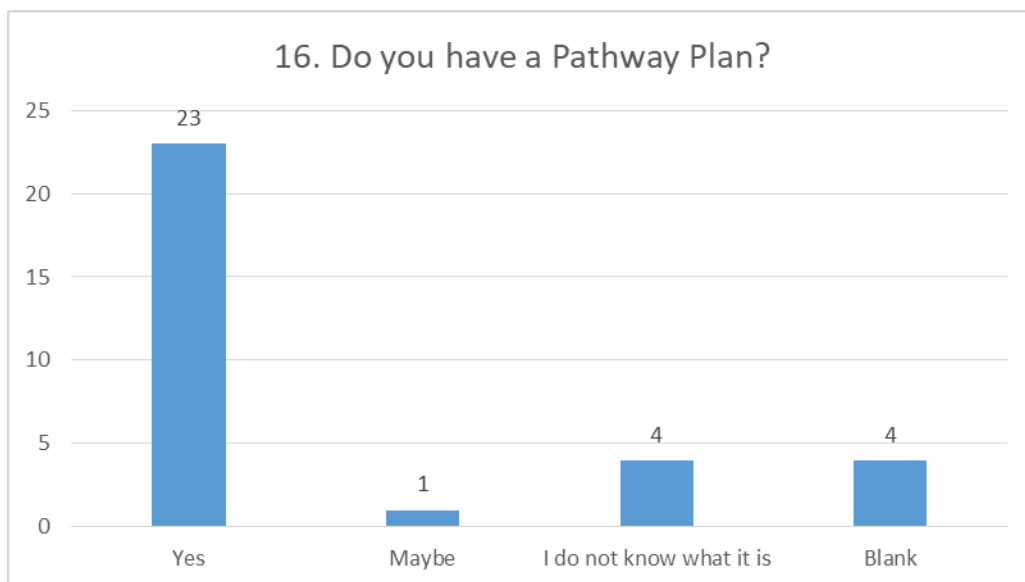


- When I was younger I was with good foster carers, nice people. They helped a lot. When I left there, I was ready for independence.
- I had the best foster carers when I was younger. I still see them. They gave me advice and I wish I had listened.
- I saw my old foster carers. I said 'I miss your cooking'. She said 'Come anytime and I cook for you.'
- At 14, I was trained by my foster carer in everything... cooking, money, life skills, all every day things.

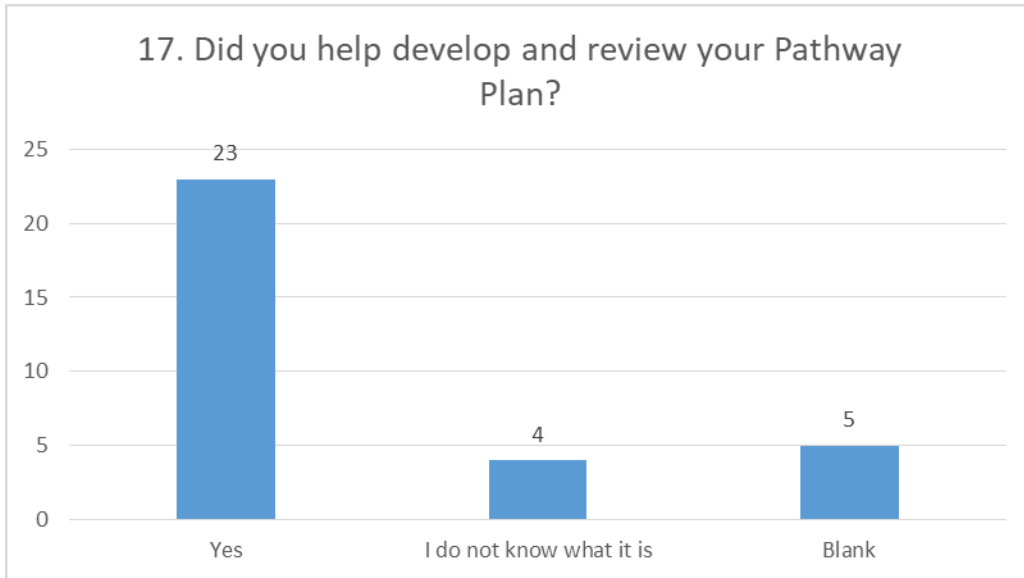
- My foster carer was not supportive. I was happy to leave.
- My old foster carer still texts me to see how I am. And a couple of months ago I went back and we ate together.
- I used to live in a shared house. Sometimes there were disagreements. They didn't wash up their plates.
- My old foster carer was great. I still go to talk to her.
- I used to live in a shared house. There were so many rules, like the kitchen closed at 10pm and they locked the front door. It was not good.
- Before, I lived in a shared house. But I didn't like it. Back home, my Mum kept everything so clean and I watched how to do it. The others in the shared house weren't like that.
- I never felt like a 'foster child' in my placement. They [foster carers] prepared me for life and we're still in touch.

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

- I learnt everything from friends, room mates and my key worker.
- My foster carer taught me. Life's not easy but I can manage.
- My Mum taught me everything, before I came to this country.
- I taught myself everything.
- You learn the most from other young people in the same situation.
- I learnt cooking from YouTube. Now I cook one big meal at a time, which lasts me a few days.
- My old foster carer took me to markets and showed me how to pick out the good stuff. We cooked together every day.
- My keyworker helped in-depth, with everything.
- Initially I was in a hostel and learnt everything from the girl I was sharing with.
- My key worker is brilliant. She's like a sister. She shows me everything and calls every day.

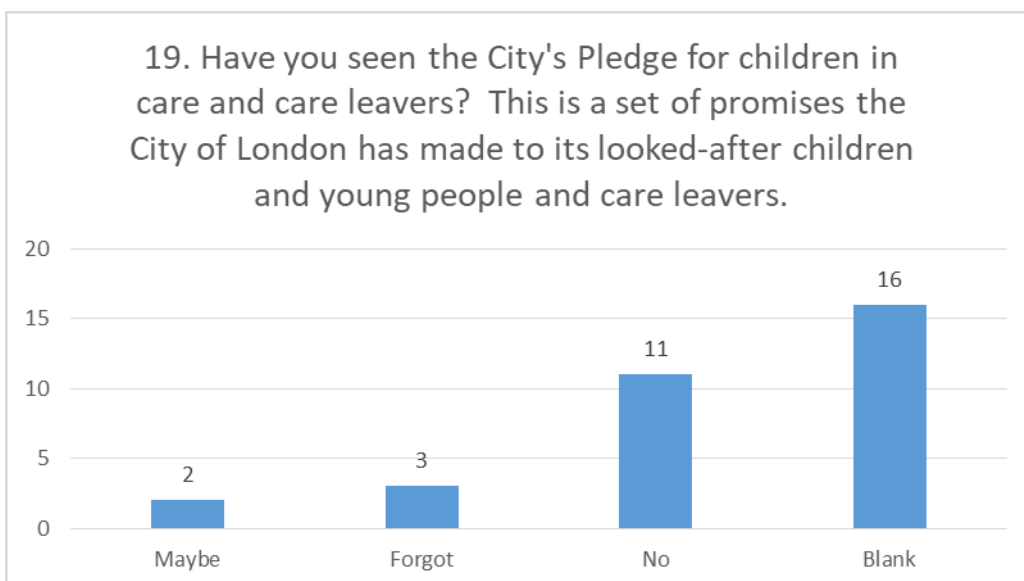


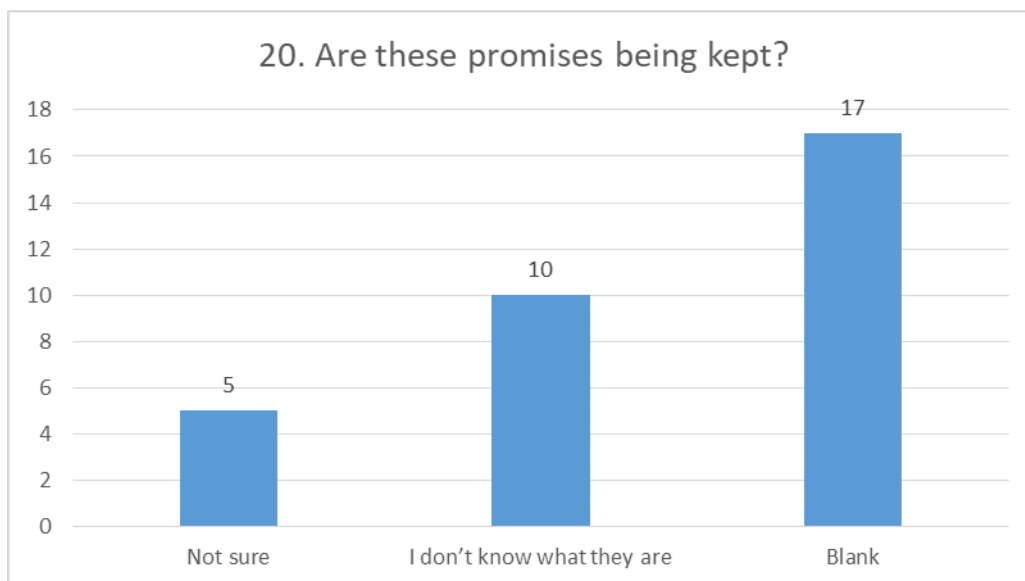
- Yes, and we change it sometimes as I get older. For example, become a mechanic and have my own garage.
- It says, go to uni and I'm going.
- I haven't seen it in a long time, but I'm about to graduate.



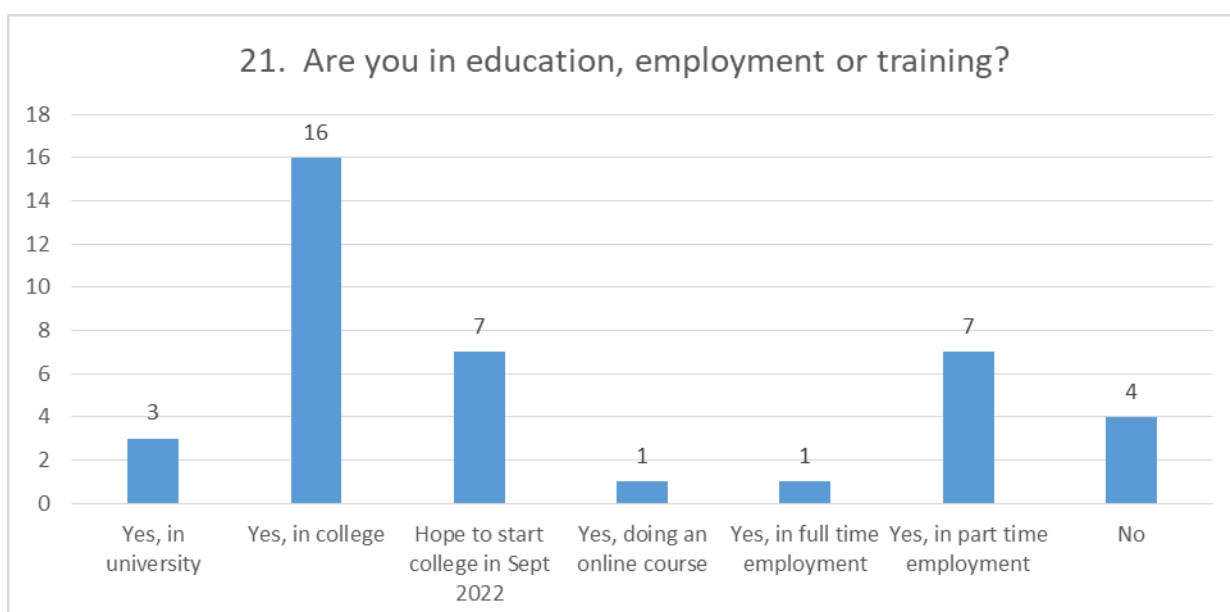
18. Comments concerning the Pathway Plan

- We meet every 6 months to discuss the plan. They listen and they do what they say. I have such good people in my life.
- I have a plan, but there is so much going on...big financial worries and the Job Centre is forcing me to work. But I'm not well. My social worker is helping to talk to them. I'm so worried.
- We discuss my future. They ask my wishes and feelings.
- We meet and discuss everything.
- I told them everything I wanted put in the plan, and they did it.
- My life is changing. Now there is more focus on college in my Plan.
- I find it hard to talk about what I really want.
- My social worker sends it to me by email. We go through it with the IRO and I give my opinions. C [IRO] was really nice and always listened, He's left now.
- I don't know what plan there is for me.



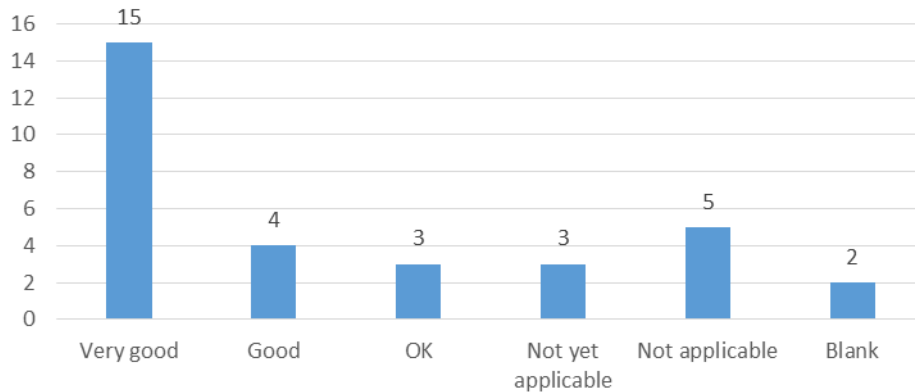


About your education, training and employment



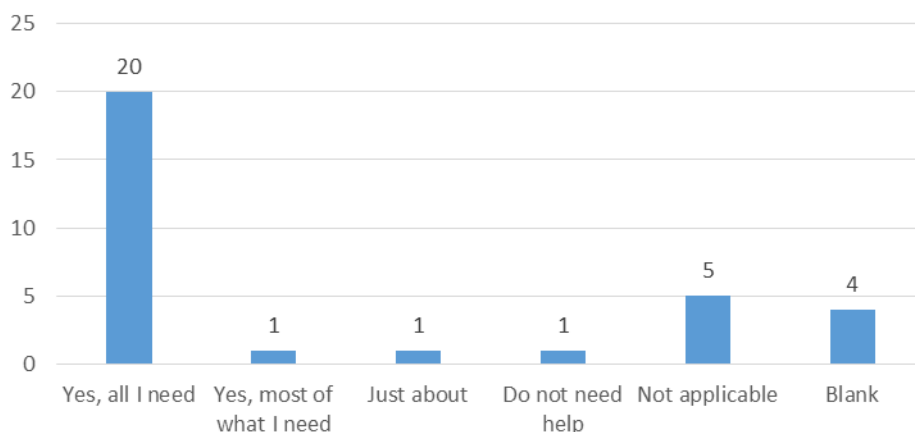
- I got a BTech in Sports Science. I want to find a full-time job now, anything. Really I want to be a professional cricketer but I'm not supported in this ambition.
- I haven't been able to finish college because of my health. I was enjoying it and looking forward to passing the exams and getting a job.
- I'm at the end of the final year of my Mechanical Engineering degree. It was a tough course, very pressurised.
- I'm doing an online course and City paid for it. It's Teacher Training level 2.
- I'm at college doing English and Maths. After, I want to become an engineer.
- Plumbing, and now construction as well. It's good.
- I look forward to going back to college in the autumn. I'm doing Health & Social Care.
- I'm working as a kitchen porter part-time. I like the opportunity to learn new things.
- I work part-time for Amazon, but I want to become a mechanic.
- School was great but college is a waste of time. Just talking, talking, talking...

22. If you are in education, what do you think about the education you are getting at the moment?



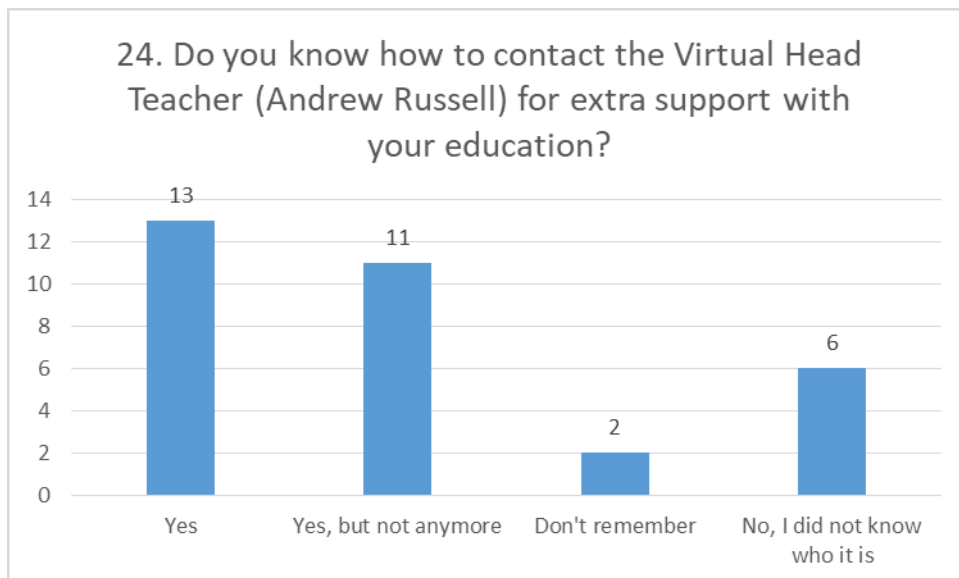
- I was in 6th form in Brighton and it was good.
- I'm doing IT at college, level 2 next year. It's really good.
- I give them 8/10.
- ESOL ws good and helped me.
- My college is far and City pay for the travel.
- Staff were always nice to me and helped with my English.
- I got really good 1:1 support sessions at my college. They covered everything.
- I'm about to graduate with a degree in Civil Engineering. I'm happy with Surrey University. I'm thinking about doing an MA.
- I used to be good at college because I had friends. Now I'm not motivated because they put me in a different class and I feel alone.
- I started my degree at UEL but moved to City Uni. It's a higher standard, I prefer it.
- I taught myself English, through the internet, on my phone.

23. Are you getting the help you need with your education?

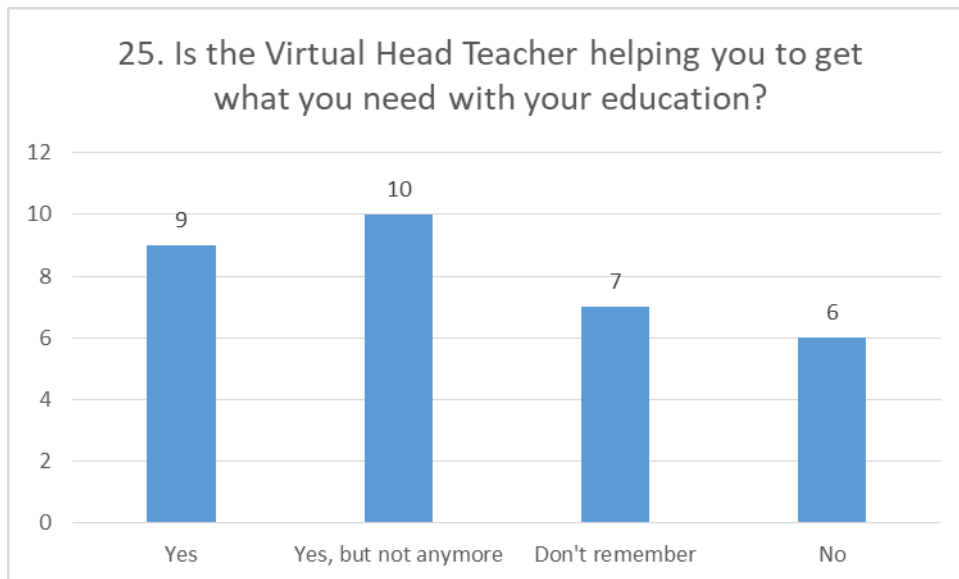


- I have someone in CoL who helps with education. They ring every month and check on me but in a nice way, not pressuring.

- My social worker is researching good courses.
- The teachers at college are really helpful.
- They offered me homework help, but I don't need it.

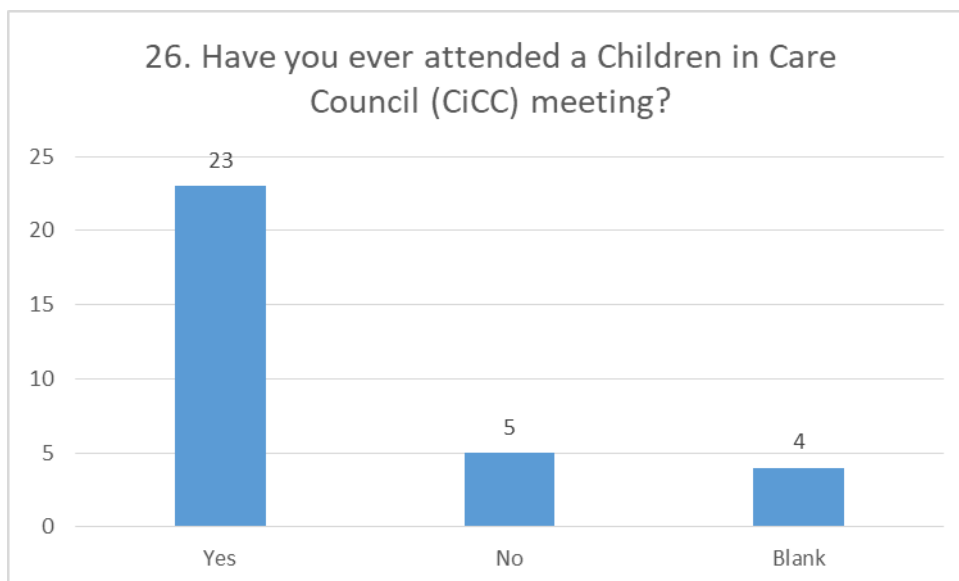


- I liked them. They helped a lot.
- They were nice. We're still in touch occasionally.
- They used to meet me at college, when I was in foster care.
- He [Virtual Headteacher] was a nice guy. We discussed my education... what, where and why. It really helped me make a decision about my education.
- He [Virtual Headteacher] is good. When I first arrived he took me to places to study English. I always see him at education meetings.
- I don't see them anymore. They helped a lot, a long time ago when I arrived and I attended their school.
- Andrew was good but he is gone. We did a presentation together about my journey to this country.



- He [Virtual Headteacher] is the best. He is helping all the time. And he tells me 'Don't give up.'
- I saw them when I was doing my A levels, a few years back. They got me 10 tuition sessions for Chemistry and I saw an immediate improvement in my grades.

Having your say



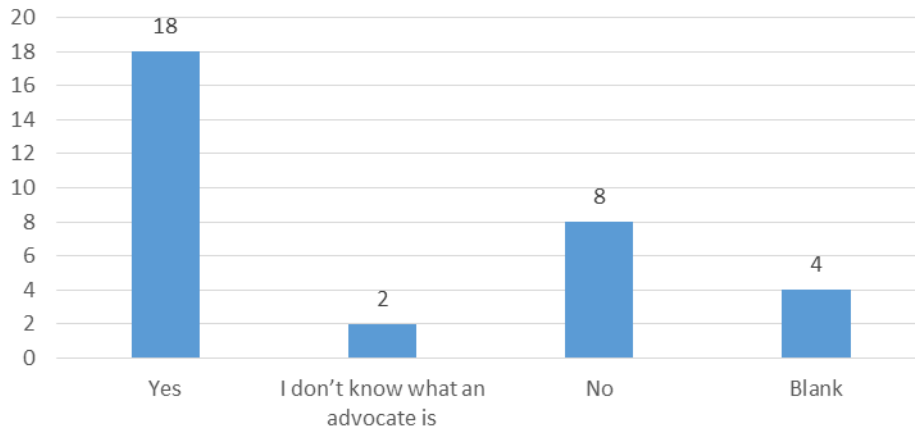
- I used to go 2/3 years ago. Then I got bored.
- I haven't gone since I was 18. The travel was too expensive from Kent.
- I liked it very much. We went to fun places.
- I went once but didn't like it much.
- It was good for young people from different countries to get together and have fun. We did good activities. They should do more trips out of London.
- It was very very nice. They taught us how things work in London. It's hard when you grow up elsewhere. There's a lot to learn.
- We had lots of discussions. And nice trips like going by boat on the Thames.
- We did interview skills.

- I went 2 years ago. They asked my opinion on things. They take us to good places, beach, bowling, Go Karting. Scotland was the best.
- We have a WhatsApp group and discuss what to do.
- There are nice summer activities.
- We are keeping in touch.
- I left when I got a girlfriend.
- The CiCC helped me make friends. It also helped me learn about this country and how things are here.
- I went for 4 years. I liked it. My voice was heard.
- When they took us to Scotland, I saw amazing mountains and rivers. I couldn't believe it.



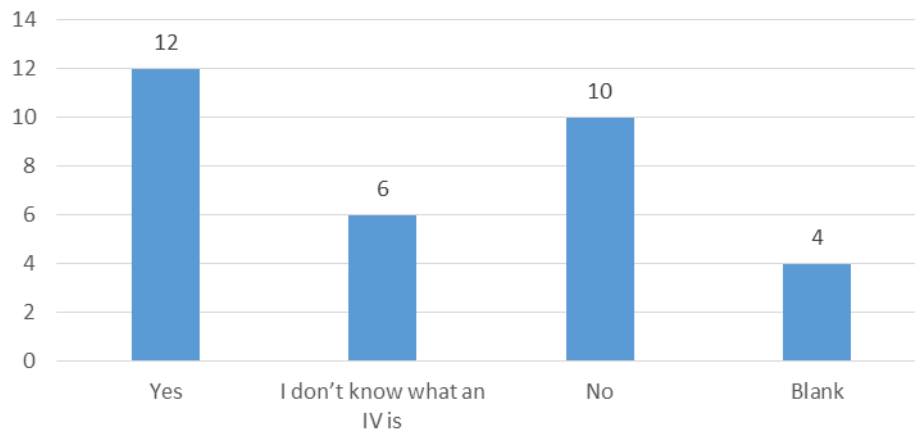
- I would go to Action for Children.
- If I wasn't happy, I would tell my social worker.
- I never needed to. I'm happy with everything.
- There's nothing to complain. I really appreciate them.
- City of London are good, everyone is nice.
- I wasn't happy with my first social worker. But my keyworker helped resolve the issues so it never went to the formal stage. It worked well like this.

28. Do you know how to get an advocate if you need one?



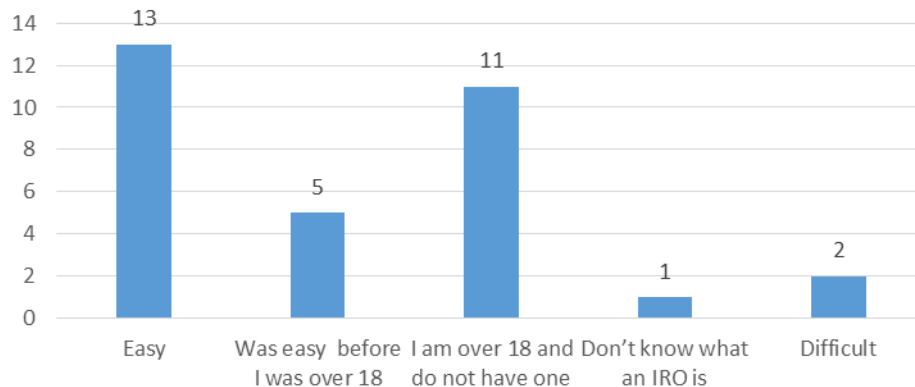
- My advocate is helping a lot. She's friendly and gives good advice.
- My advocate helped a lot when I was unhappy in foster care.
- I've heard of them.
- They couldn't help with what I needed.
- The advocate helped with housing.
- They supported me with changing social workers.
- I used Action for Children and they were really helpful.

29. Do you know how to get an Independent Visitor (IV) if you want one?

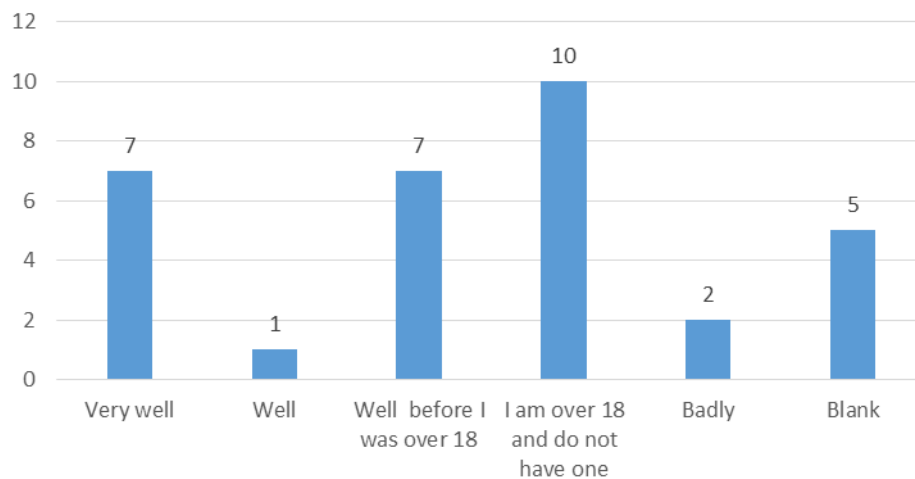


- I had an IV, and I still talk to him. We did a lot.
- IVs are good.
- I enjoyed having one and we're still in touch. We went bowling, swimming, boating on a lake...so many things.

30. How easy is it to get in touch with your Independent Reviewing Officer (IRO) (Ria Lane, Chris Morrison)?



31. Do you feel supported by your IRO?

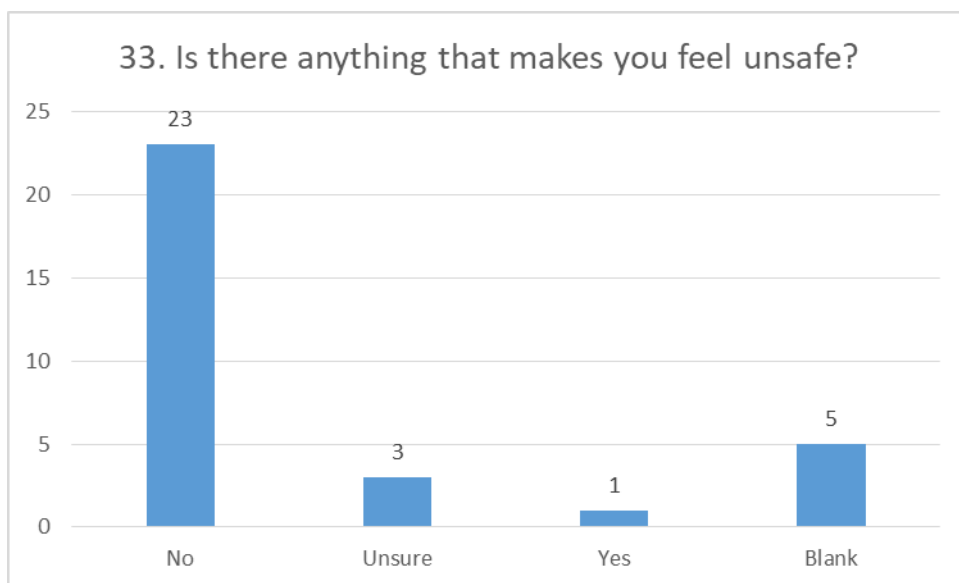


- I give my point of view, but it's not followed up.
- I had one when I was in foster care. They were good.
- They were slow and didn't always do what they said. You had to be patient.
- They were helpful.
- They were very good, very encouraging.
- They've gone. I liked them, they really helped.
- Of course, but we haven't spoken in a long time now.
- I'm not sure. They ask questions about my routine, if I do sports or if I come home late...they try but it's not working for me.
- He calls every 2 months and asks, 'How is it going?'

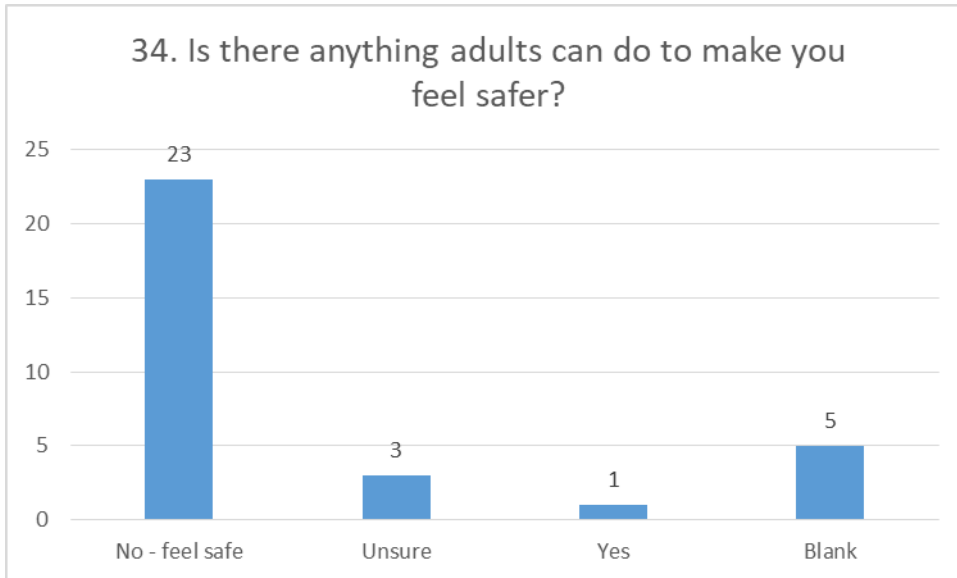
32. Can you give us an example of how your IRO has helped you changing things in your care

- I contacted the IRO when I wasn't happy with my foster carer. They helped.
- We meet every 6 months and discuss my life. They help with anything.
- They helped me lots, for example, money for clothes, finding a dentist.
- He [IRO] was really good in meetings. He really wanted to know how happy I was, in my house, in my education. He really cared.
- They were really good on motivation and encouragement.

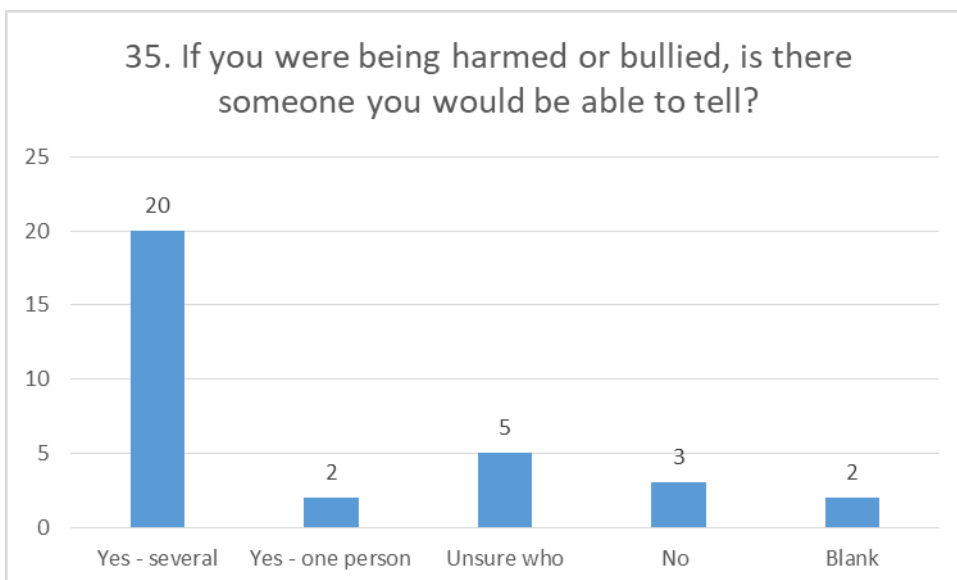
About your safety



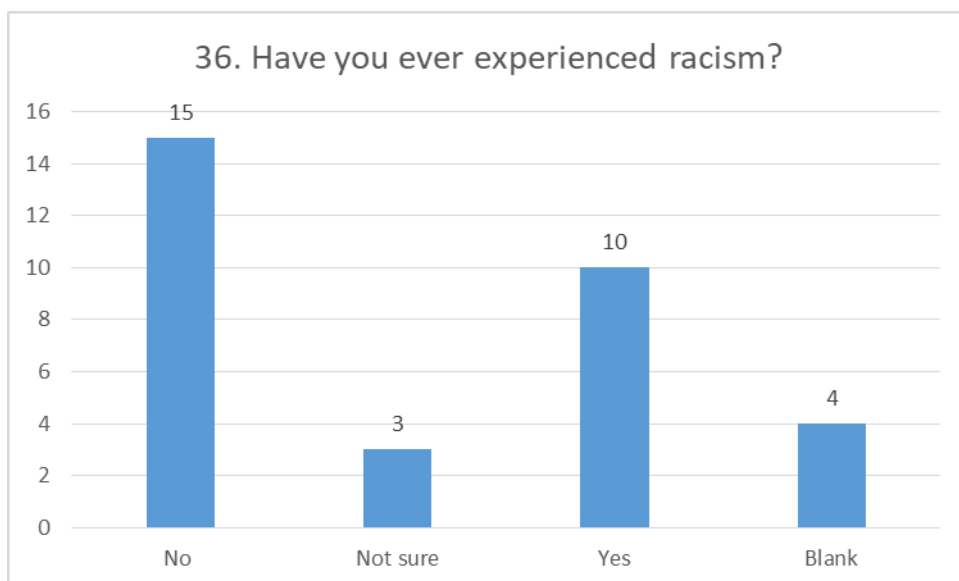
- I have an issue with the police and need support but no-one's listening and they won't drop the case. My social worker is trying but the managers don't understand my situation.
- I like London but you see drinking and drug dealers.
- I got attacked on my way home after work by 6 people. Then they said, 'It's not him' and left. My front tooth got broken. I was scared but didn't call the police.



- I feel I'm losing it mentally. I need more mental health support but I don't want to be referred.
- My area is not safe. I need to be re-housed.
- Not sure...my social worker maybe.



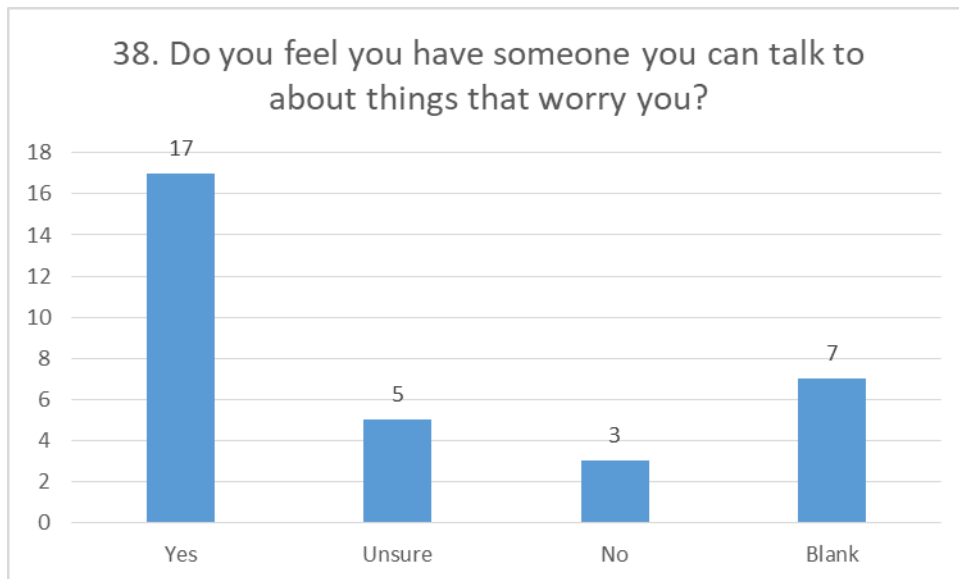
- I have plenty of friends.
- Maybe someone at college...or a friend.
- I have 2 close friends. We came together to this country and we help each other all the time.
- I have nobody. I don't talk. I don't want to make anyone else sad.



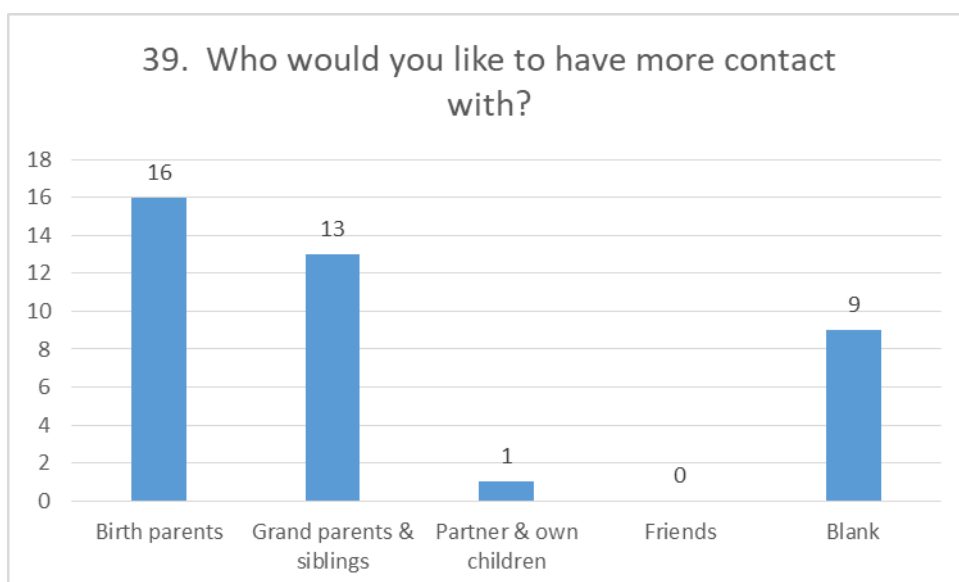
- People made racist comments at the cricket academy. I told the coach. He said, 'They're just joking.' I said. 'No'. I dealt with it. I told them 'This is not your country only.' You get people like that everywhere. What can you do?
- At cricket, the coaches used to help the white people more. I was the best player but I wasn't given a chance. Racism stopped my career. Asian people weren't wanted on the team.
- There's less racism in London because it's so diverse. Outside of London is worse.
- I ask people, ' Why are you being racist?'
- I see a lot of racism, when I'm out on buses, trains.
- You hear racist comments but there are no physical attacks. I don't care. I'm not worried, but I go home early.
- No, not personally. But I know people who have [experienced racism]. And I see it.
- I think so. Like at college we talk about Ukraine but not Yemen.
- I think my foster carers were racist. When 3 new people arrived, they forgot about me. One of their other children – a white boy – pushed me around and called me names. It's a very long time ago now. I don't remember what the social worker did.
- Not really but some people say things like 'You're from Africa, you don't understand.'
- When I was living in semi-independent, they kept knocking on my door because they thought I was smoking. Everyone was doing it but they always knocked on my door not the British guys'.
- I often get stopped by the police. They say they're 'just checking.' The other day on the bus to Margate the driver called the police and I was taken off. They've also stopped me in London, asked me to open my bag. Maybe they're not racist, just doing their jobs, but I don't want to live like that.

37. If yes, could you tell us more about it and what help you got?

- Racism hurt me but it's life and you have to move on. It's best to leave a racist situation.
- I spoke to my key worker and he helped.
- Someone told school [about being treated in a racist way], but then they left.
- I know how to deal with racists. I speak nicely to them.



- I have lots of friends now I'm older but I had noone growing up. And I would go back home if I could.
- If I'm not happy, I don't tell anybody. That is how I grew up. It's my culture.
- Nobody. I don't share personal things.
- I have a lot of friends.
- I'm tired of being alone. I need my family.
- I know a lot of people but they are not real friends. It's just superficial, we can't talk like brothers. I keep it all inside, by myself.



- I haven't had contact with my family for a long time. I don't know how they are or if they are alive. The Red Cross [Tracing Service] hasn't found them in two years.
- I don't have parents any more and only one sister. I'm so worried about her.
- I have no more contact. I try phoning but there's no connection. There must be problems, I worry.
- I just hope my family are ok.
- My social worker helped me build a connection with family members and I speak to my sisters on the phone now.

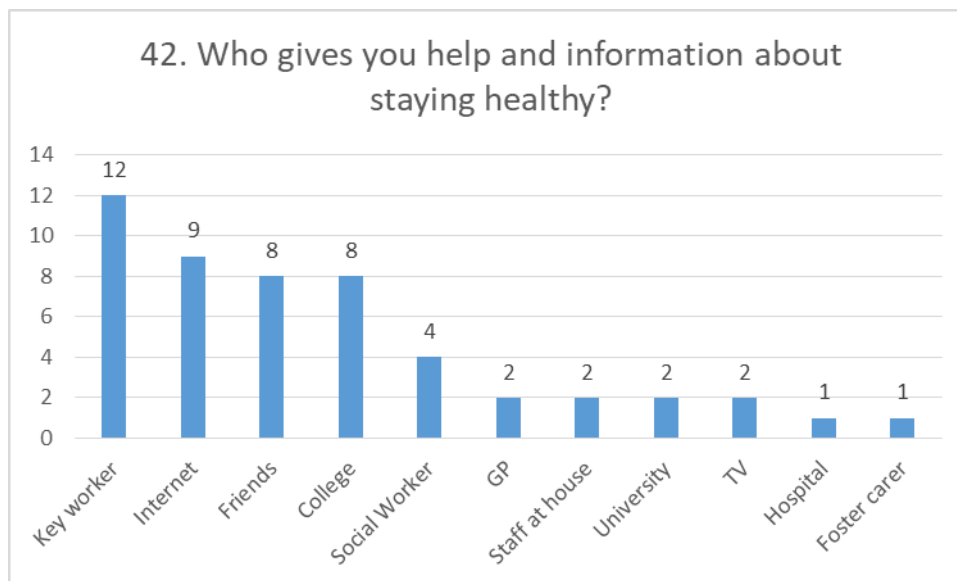


- I go to a Muslim organisation at weekends. I enjoy it.
- My friends come.
- I have nobody close. Only my keyworker.
- In my house, we always celebrate with staff.
- I really like my old foster carer. We've just been on holiday together. They make me feel part of the family.
- No-one. I have maybe one friend.
- No-one. I feel alone. I left my family when I was 8 and haven't seen them in over 10 years. I don't know how they are. Are they alive or are they dead?

41. Could you let us know how you felt when someone celebrated an achievement with you?

- I don't celebrate much now. More when I was younger. It was nice.
- It's fun.
- On my birthday...nothing. I stayed in my room. I have company at work otherwise I'm alone.
- It's nice. We eat back home food and talk about back home things. It makes me feel happy.
- We cook and have a meal together. We enjoy it.
- I didn't have a group of friends and struggled with this. Now I've built my confidence and I have a group of people.

About your health

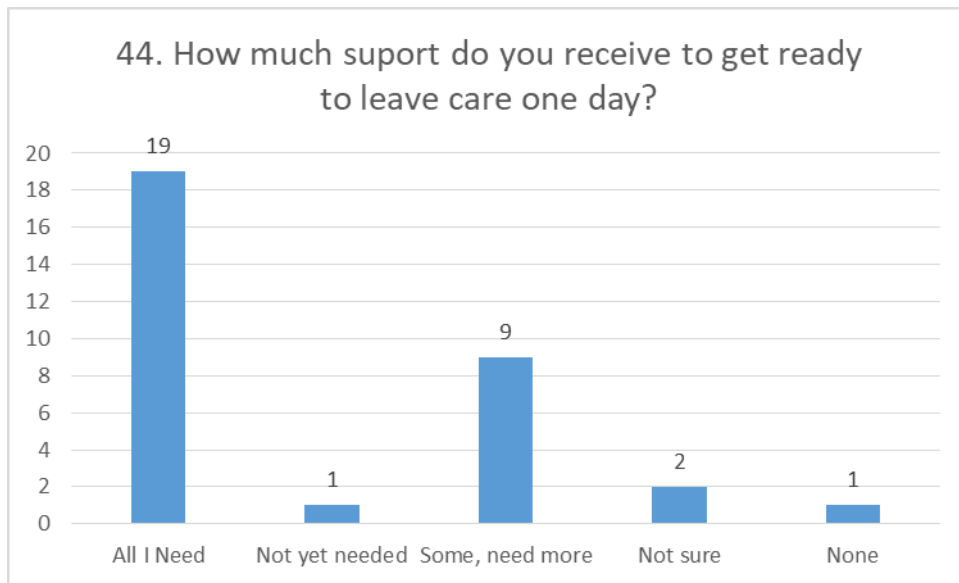


- I did a First Aid course and I understand my health issues.
- I don't have enough information on how the NHS works. If I needed help. I'd go to A&E.
- I have a check-up every 6 months.
- I've got teeth problems. I need braces. They said 'It's cosmetic' but it's not. My keyworker is helping.
- I have all the information and exercise and run.
- I'm worried about my health. I have an injury but the hospital discharged me and said, 'Go to your GP if there is anything'.
- If I was ill, I'd call an ambulance... I'll ask my keyworker about that.
- We have good health information sessions at my college.
- I eat well and don't drink.
- I have a problem with my front tooth. The dentist took it out after it got broken when I was attacked in the street. Now I have a denture and it really embarrasses me. I don't eat any more with other people and don't go out much any more. I got depressed. I don't know where to get the money to have it fixed.
- My social worker keeps on top of all my medical appointments and checks in with me before and after.

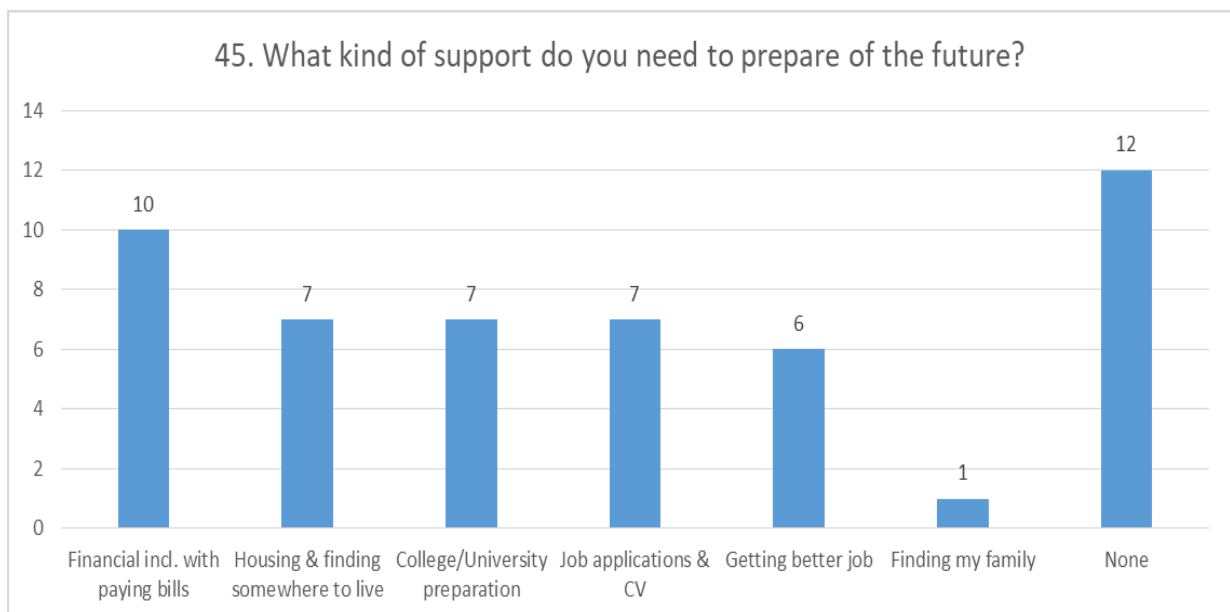
43. How much information and advice do you receive/have about the following...

- I need to change dentists because I moved and the old one is too far. I have a problem with my teeth. The key worker is trying to get me an appointment but I've been waiting a long time. Nothing so far.
- I have problems with my wisdom teeth and have pain. I'm still waiting for treatment after months.
- I'm registered with a GP but getting an appointment is too difficult. I need to find a better one.
- I know everything about weed and alcohol and I stay safe.

About your future

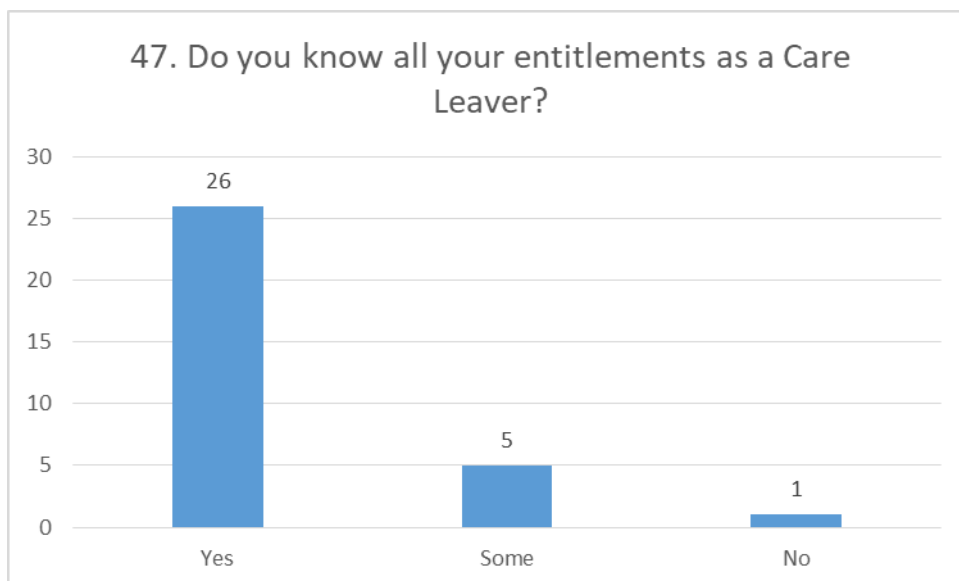
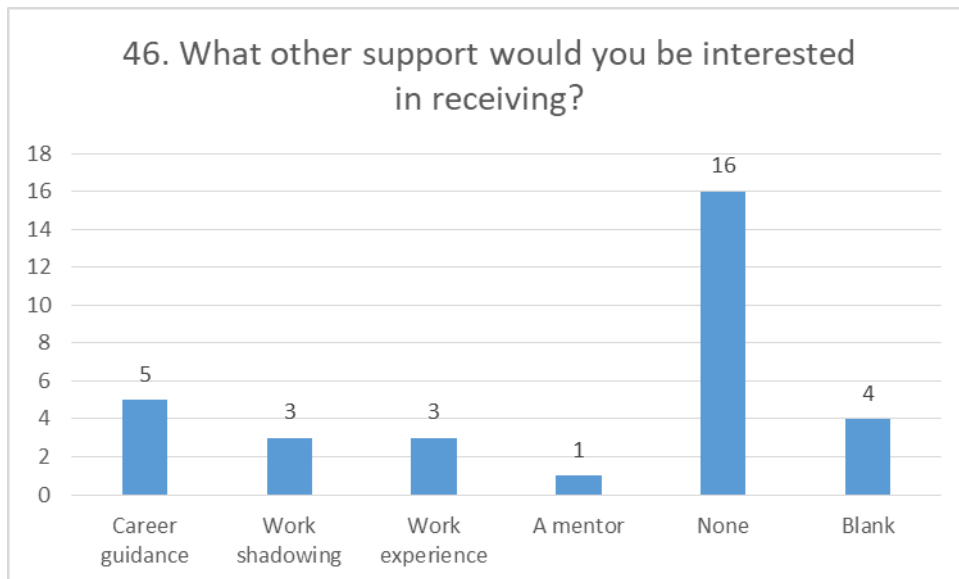


- I'm fine. I just need a council house now. And even though I can cope, I'd like to stay in care a little longer.
- My main worry is housing.
- I feel ready but I want to stay with City till I'm 25, so I know there is support when I need it.
- I like the safety net of knowing my social worker is there if I need to talk about anything.
- No-one can help me. But I want to stay with City of London.



- Nothing specific needed, but I would like to stay with City a bit longer, till I feel ready.
- I know how to manage my life.
- I need to learn more about paying bills. I'm worried.
- I want to make my own way but the Job Centre stopped my money. I've used the food bank but I'm worried.

- I don't need any more help. I can do it.
- I need help after uni, applying for jobs and prepping interviews. My keyworker has looked into good engineering companies for me.



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

- Maybe go to uni. Study communications or engineering and get a good job. Or maybe play football or design clothes...
- I don't know, can't say. I'm feeling down.
- I want to finish my education and become a teacher.
- You never know the future, but I'd like to become a mechanic.
- Bring my family from home, so we can be together again.
- Have a good job.
- Marry someone I love and make good money.

- Become a paramedic.
- Seeing my family is my biggest dream. I would also like to go to uni and do engineering.
- I hope I can make ends meet.
- Get married.
- Bring my sister here.
- A good job in accounting or business.
- I'm looking forward to uni and then, having a good job. That's the main thing.
- I just want to live happily with my family. We really need a house for all of us together.
- Back home my father chose a girl for me to marry and have a family with. I'm not thinking about that.
- I'm a good boxer and would like to be a professional. I'm looking for a club in my area.
- I want to do IT and go to uni.
- Be a good human being.
- I want to live in peace with a wife and children.
- I want to become a football player. And if not, a mechanic.
- I want to be an engineer, maybe go to the Middle East...Kuwait or Dubai...hopefully well paid.
- I can't see my future.
- I want to be valued. So people say 'He's a good guy.'
- I want to become a Ladies Hairdresser.
- I want to get on the career ladder for an interesting job in engineering. I want to work my way up to a managerial position.

49. What is the best thing about being a care leaver?

- Everything is going well and I don't have any big worries.
- I can't think about that. I've messed up and need to start again.
- Seeing my keyworker every week.
- Getting all the help I want.
- I'm happy with City but they could do even more.
- College: it's important for my development and my future.
- I got Leave to Remain. But I have to re-apply in February 2023.
- I applied for a job by myself. My friends helped a little bit.
- My English is improving and my confidence is growing.
- I know how to help myself now. I can cope and manage my life.
- Getting leave to remain, having security, living comfortably in my flat.
- I'm optimistic and I'm going to work hard until I am where I want to be.
- I got my documents from the Home Office. I'm so happy about that.
- I now have Leave to Remain. It's such a relief.
- College. It's the best thing in my life. It's the only thing.
- Living by myself and studying.
- I'm so happy I have City's support. Before I didn't live like this, I was homeless and slept in the street. Now I have a good life.
- Being in care is hard, demanding. It has taught me a lot and I had to mature.
- I never thought I could make it to uni. City's support helped a lot.
- The Home Office finally gave me status. I was so worried, crying for a long time. I can start a normal life now.

50. What is the worst thing about being a care leaver?

- Nothing. And there's so much that's going well, thanks to the City.
- Getting GP appointments is too hard.

- Financial worries. Gas and electricity cost too much. When I don't have enough money for food I go to friends, they help me out.
- The Home Office. I'm so stressed. Every time I call my solicitor he is in a meeting. And I'm so worried about my family back home.
- Waiting for housing.
- Waiting for the Red Cross [Tracing Service] to come back and give news of my family.
- I'm really worried about my finances. And housing. Otherwise things are ok.
- *My Life* are a problem. City of London should sort them out.
- Money is my biggest problem I don't have enough for clothes, just for food and transport. I used to go to the Food Bank but I don't get vouchers anymore.
- The hardest thing is missing my parents. I miss them all the time. It's become part of my life.
- I was suffering a lot, when I first arrived.
- The Home Office has kept me waiting for 3 years already. I can't live my life. There are so many things I would like to do...
- I need more money. There is only enough for basics and in the middle of the month I start running out and I have to be so careful.
- I'm still in ESOL and not sure about my career. I'm a bit all over the place and don't know which way to take. I need to make a decision.
- Not seeing my family. My Dad's not well. I wish I could do something to help, be there for them.
- I'm so happy, there is nothing bad.
- Thinking about my sister who is all alone back home. She's only 14.
- Things are good, but the finances are really hard.
- Not seeing my child because he lives far away.
- Waiting on the Home Office. I can't even work.
- I need to see a doctor, but its too difficult.
- Worrying about the situation in my country, my family.
- The emotional trauma of being in care. I knew no-one else at uni who was in care.

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

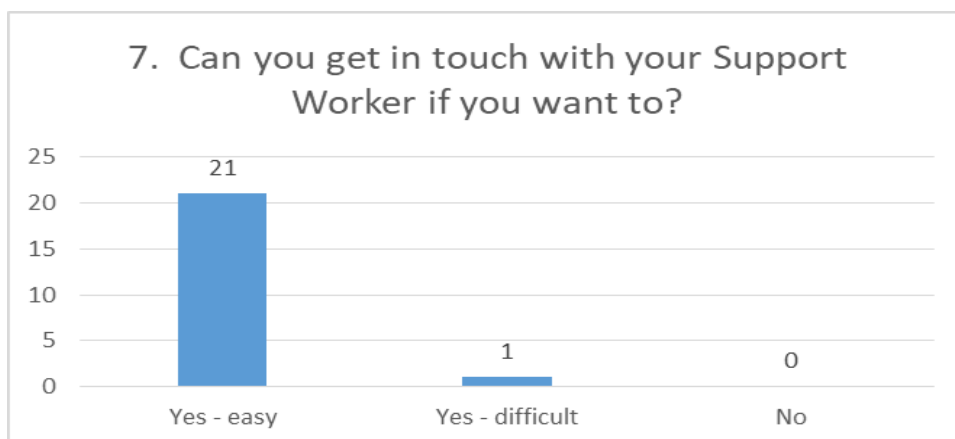
- When you are younger and new in care, it's really hard to trust people. The most important thing is to really listen to young people. Maybe have more 1:1 sessions until people feel really comfortable to tell the truth. Young people often hide their problems. Make them comfortable so they will share what they really feel.
- I left care a year ago and I am really happy now with a job and earning my living. I'm really happy with City and all they did for me.
- Listen more and always follow things up.
- Help people with loneliness.
- Give support with asylum claim. I had an advocate who was very good. It's so hard.
- More help with education.
- Give a lot of support when people first arrive in this country. Not so many moves and find good foster carers. I was just someone who lived in their [foster carers'] home. I was always in my room and didn't feel part of the family.
- Really listen.
- They're doing a great job, keep up the good work!
- Explain more about how the Home Office works. I don't understand it. And help with solicitors.
- Keep doing the good things you are doing!
- Meet the young people very regularly, especially when they are new.
- Give more education advice earlier on. I wasted a lot of time in lower classes and could have progressed quicker.
- Make sure the staff really care about young people. And don't change social workers, if possible.
- Give us good solicitors.
- Young people say they're happy when they are not. Keep asking them.

- It's perfect how it is.
- When I first came into care, I would have really appreciated more clarity. I didn't know what to expect, what I was entitled to. You are really confused and vulnerable at that point.

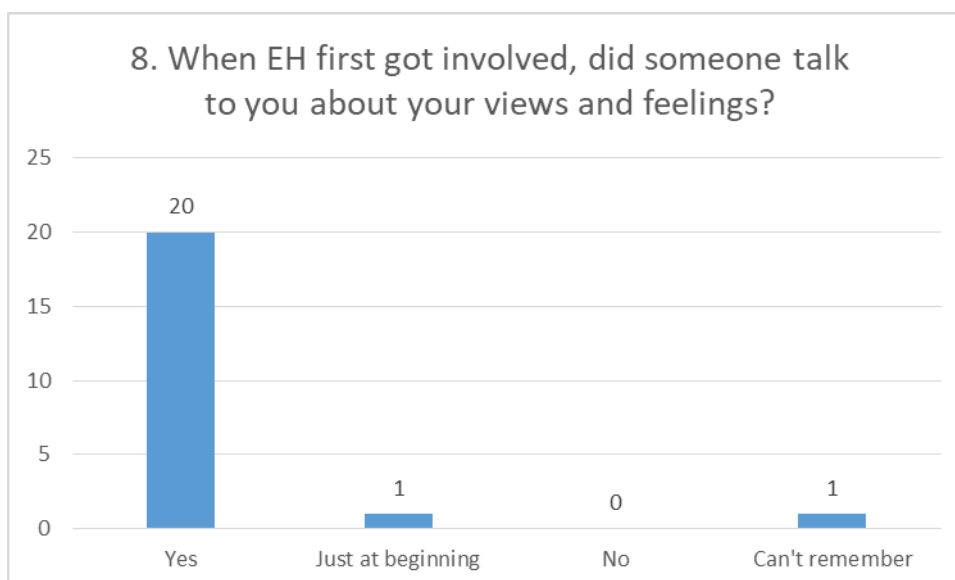
52. What else would you like from the City?

- Help with housing.
- Thank you for everything (x3)
- City give all the support they can. Keep going!
- Life is good now for me, Thank you.
- I really appreciate them. They've been really good to me.
- All is fine. Thank you CoL!
- City is the best. They offer a lot. I got everything I wanted.

APPENDIX 4 – EARLY HELP (PARENTS’) SURVEY

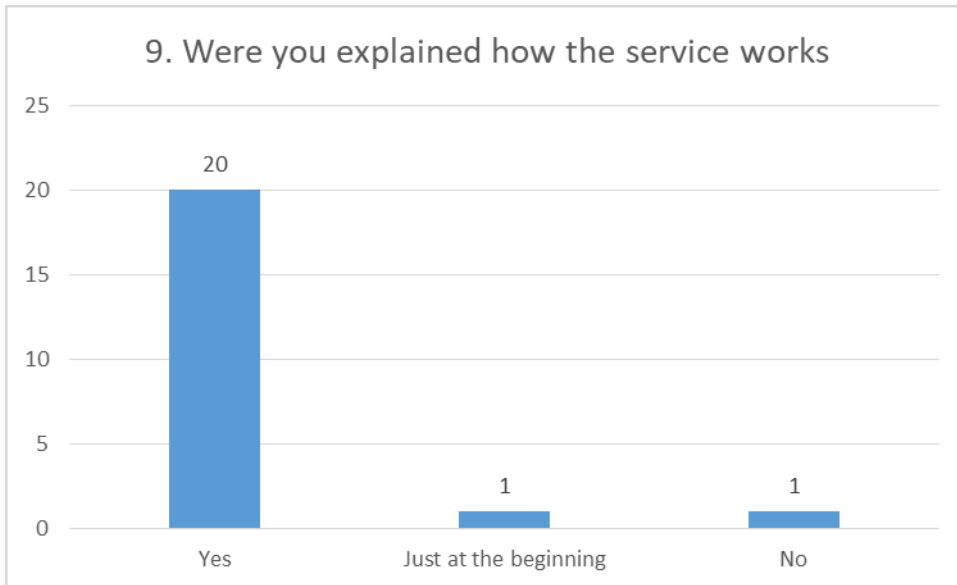


- A [Support Worker] goes out of her way...she is constantly available.
- It's been a difficult process. They need more training on the needs of deaf parents and children.
- [The team are] responsive, communicative, helpful, supportive.
- It would be good to have more frequent TAC meetings.
- Communication is uniformly very good. When they are on holidays, there's always an 'out-of-office' and another number.
- We phone, visit or meet in a café as much as I need.
- They contact us, to see how we are keeping. They are helpful and cooperative.

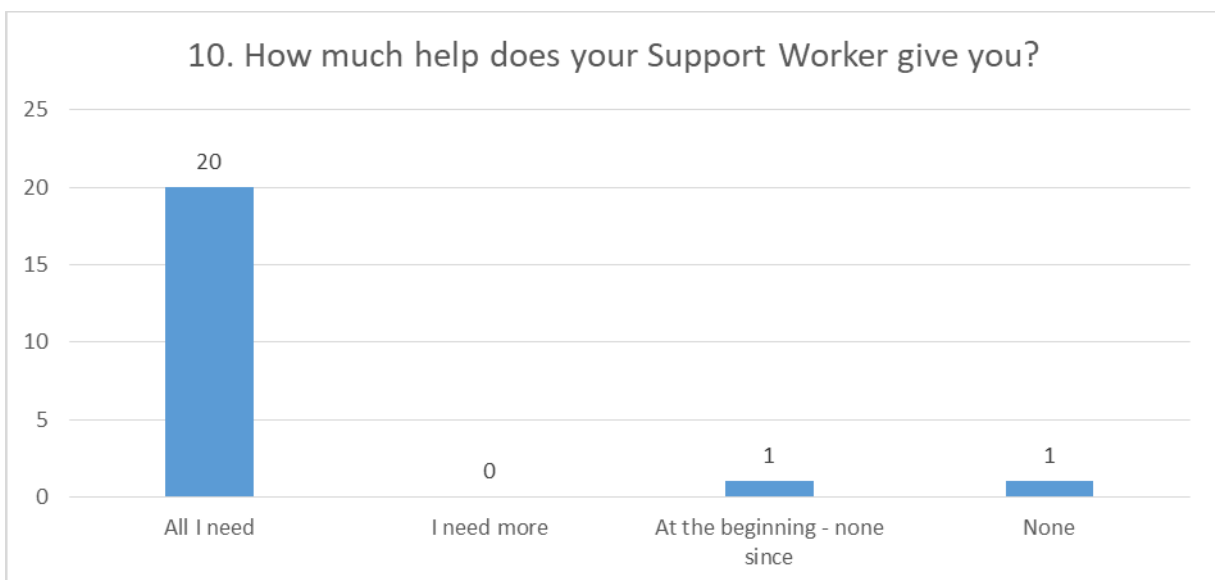


- I have seen a cast of a thousand... school, NHS, CAHMS...out of all the professionals, A [Support Worker] was the most helpful. She is my rock and ally.
- They were very kind.
- I really like talking to my Support Worker.

- I was the one to contact them as their systems with short breaks and payments are too complicated.



- They [SW] explained everything that was happening.
- They [SW] were kind.
- We didn't have a choice. We were told we had to comply.
- After talking to A [Support Worker] I felt I could breathe again. It's exactly what you need when you have a kid with special needs.
- A {Support Worker} spoke with our child as well, she [child] really likes her.
- She [Support Worker] explained everything... and was a good listener too.
- She [my Support Worker] is really good at explaining.

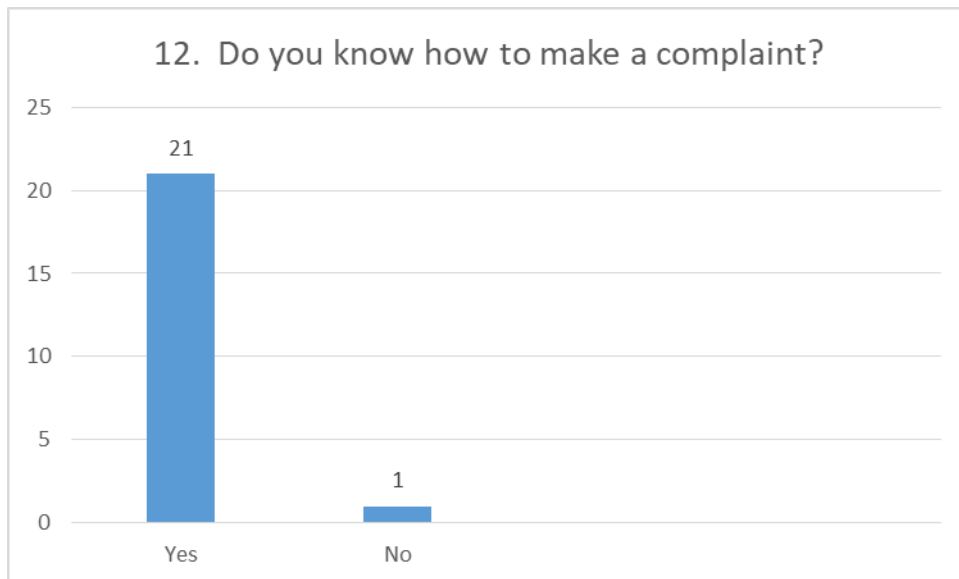


- We're ok for now. We got all the help we needed.

- The Support Worker was very helpful.
- I had a very very positive experience [with CoL].
- Without A's [Support Worker] help the situation would have been a nightmare...we would have really struggled to get the support from school that we needed.
- I feel constantly watched, monitored. They're nice people but it's not supportive.
- I want their involvement to end. We are capable parents.
- It's early days...we wait and see.
- They are brilliant.
- We have come to a natural end; our issues are resolved. But our Support Worker said, 'We are always here for you.'
- City has gone well beyond what we could expect. They were supportive and brought in other people appropriately.
- My Support Worker is brilliant but I'm not happy with senior management.
- My Support Worker is like a family friend. I really trust her.
- She [Support Worker] prints out sheets for me to read. They are really interesting.
- There should be better assessments of siblings, and it would be nice to offer them some young carers support and activities.

11. Could you give us an example of how your Support Worker and other members of the Children and Families Team have made a difference and what additional support would help you?

- They're ok, but it's all up to the Home Office. We can't do anything, it's all in their [HO] hands.
- They found a school for my older ones, and nursery for little ones. They arranged school uniforms.
- We learnt a lot about how to communicate with the kids' school and how to manage the situation.
- I liked having my Support Worker there [at meetings] for 3 reasons: for support; as a second pair of ears to hold people accountable; and to feel validated.
- We need more information on services for deaf people in BSL and other accessible formats. I don't understand my children's EHCP because of lack of BSL interpreter. Same with information on the budget money.
- A [Support Worker] signposted us to other agencies and gave us loads of ideas for behaviour management strategies...they worked brilliantly.
- She [Support Worker] would always turn up with loads of resources...booklets, leaflets, websites.
- The Support Worker did a fantastic report...the best we've ever had.
- They really helped with our child's behaviour. Also with after school activities.
- They found a mentor for my son. Also a helper who comes in every week.
- If there's something going on at school, she [Support Worker] will always offer to help. She is always there for me.
- She [Support Worker] is trying to get me counselling, but there is a long waiting list.
- It would help to have more youth clubs and activities for 16+.
- They gave good advice on activities for my son, also now summer activities.



- I don't want to complain. They [CoL] are ok.
- I'm a 100% satisfied.
- I'm scared of them; I wouldn't dare to complain.
- Keep doing more of the same, CoL!
- City and the school are doing well, no complaints there. It's mainly endemic NHS problems but they can't do anything about that.
- They do what they can but some things no one can do anything about.
- I'm extremely happy. I give them 10 out of 10.
- They're doing a really good job.
- The whole team are very very good.
- We complained and got the outcome we wanted in the end.