
Children, Young People and Families Supported by the City of London

Annual Survey
2025

Children, Young People and Families Supported by the City of London

Table of Contents

1. Introduction	3
2. Overall demography of survey participants	6
3. Summary findings	
3.1 Care Leavers	7
3.2 Children in Care	21
3.3 Child in Need	27
3.4 Child Protection	30
3.5 Early Help	31
4. Involvement of Care Experienced Consultants in the design of the 2025 surveys.....	35
5. Recommendations for future surveys	37
6. Appendices	
6.1 Introduction to surveys.....	39
6.2 Care Leaver survey (full).....	41
6.3 Care Leaver survey (short).....	57
6.4 Children in Care survey	62
6.5 Child in Need survey	79
6.6 Child Protection survey	92
6.7 Early Help survey	106

Introduction to the survey report

During April - May 2025, Coram Voice conducted the 10th Annual Service User Survey among children, young people and families supported by the City of London Children's Services teams. As in previous years, the categories included Care Leavers (CL), Children and Young People in Care (CIC), Children in Need (CIN), Child Protection (CP), and Early Help (EH).

Survey Population

This year's survey cohort totalled 68 potential interviews, representing 76 unique children and young people. Parents completed the Children in Need, Child Protection and Early Help surveys on behalf of their children, and may have responded on behalf of more than one child. Children and young people answered the Children and Young People in Care and Care Leaver surveys directly, except in one instance where a Foster Carer completed the Child in Care survey on behalf of the child, given the child's age (more information about this can be found in the relevant section of the report).

Overall, the number of potential interviews has remained broadly consistent since 2020 (69 in 2020; 65 in 2021; 72 in 2022; 71 in 2023; 73 in 2024). However, the relative size of the Children in Need, Child Protection and Child in Care cohorts has decreased when compared to 2023. No children supported by Special Guardianship Orders were included in the survey population in 2025, given the small number and limited interaction they have with services.

Figures in this table show the total number of unique children in each cohort.

	<i>Early Help</i>	<i>Children in Need</i>	<i>Child Protection</i>	<i>Child in Care</i>	<i>SGO</i>	<i>Care Leavers</i>
<i>2023</i>	14	16	Not reported*	10	Not reported*	56
<i>2024</i>	13	6	3	5	2	52
<i>2025</i>	14	7	1	5	0	50

**The number of children in the survey population supported by Child Protection Plans and under Special Guardianship Orders was not reported in the 2023 survey report.*

Survey Participation

The figures in the table below show the number of interviews successfully completed as part of the 2025 report. The figures show the total number of interviews completed, followed by the total number of unique children that these interviews represented, which are shown in brackets.

When reading this report, it is important to remain aware that the interview cohorts are in some cases very small. As a result, while the data collected provides valuable insights into the experiences of the participants, caution is needed when extrapolating these findings to a broader population. The small sample sizes mean that we cannot conclusively assume that these responses represent the views or experiences of a wider group.

	<i>No. of potential interviews</i>	<i>No. of interviews completed</i>	<i>No. of interviews refused</i>	<i>No. uncontactable</i>	<i>% participation</i>
<i>Early Help</i>	8 (14)	4 (6)	1 (1)	3 (7)	50% (43%)
<i>Children in Need</i>	4 (7)	2 (5)	1 (1)	1 (1)	50% (71%)
<i>Child Protection</i>	1 (1*)	0	1 (1)	0	0%
<i>Children in Care</i>	5*	5	0	0	100%
<i>Care Leavers</i>	50	21	7	22	42%
Total	68 (76*)	32 (37)	10 (10)	26 (30)	48.4% (51.2%)

** One young person in the survey population sits across both the Children in Care and Child Protection cohorts. This young person and their parent were offered the opportunity to participate in both surveys. For this reason, the total number of unique young people represented across the survey was 76.*

Thorough information was provided by City of London colleagues ahead of the survey period, sharing information about the context, communication preferences and needs of the children, young people and families in the survey population. This included information about participants' work and study patterns, additional needs, and current engagement with Children's Services. This provided very helpful insight into how best to support participants through the survey process.

Throughout the survey period, Coram Voice callers were able to contact the City of London Social Work team for further information, for example, where callers encountered outdated contact information, or to seek further insight into the communication preferences of potential participants. The Social Work team were very quick to respond to these requests, and the support provided by City of London colleagues was greatly appreciated.

Of the 26 interviews which were not completed due to non-response from the potential participants, additional information was provided for six children, young people or their families which suggested there might be barriers to participation in the survey. This included young people who were no longer living in the UK; young people working full time; and Care Leavers who had specific reasons for not currently engaging with their Social Workers.

In several cases, callers were able to speak to potential participants to arrange future appointments in order to complete the survey. However, when callers phoned back, their calls were diverted directly to voicemail, or their calls and subsequent follow up was not answered.

Interviews were refused by 10 potential respondents, representing 10 unique children and young people. Where reasons were given for refusal, these have been included at the start of the report on each survey's findings.

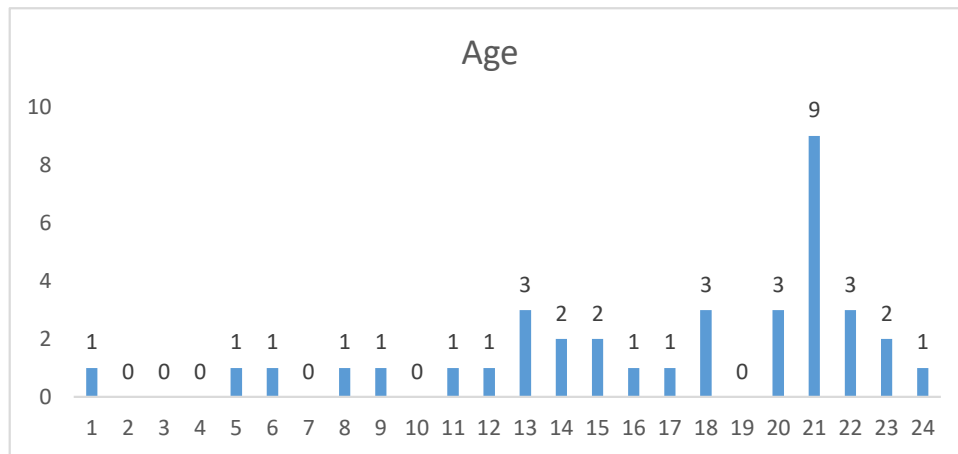
Survey process

All potential participants received a briefing from City of London Children's Services, explaining the purpose of the survey and informing them to expect the call. All surveys were conducted 1:1 with a Coram Voice caller over the phone. The majority of children, young people and families contacted in 2025 were aware of the survey and were expecting the call.

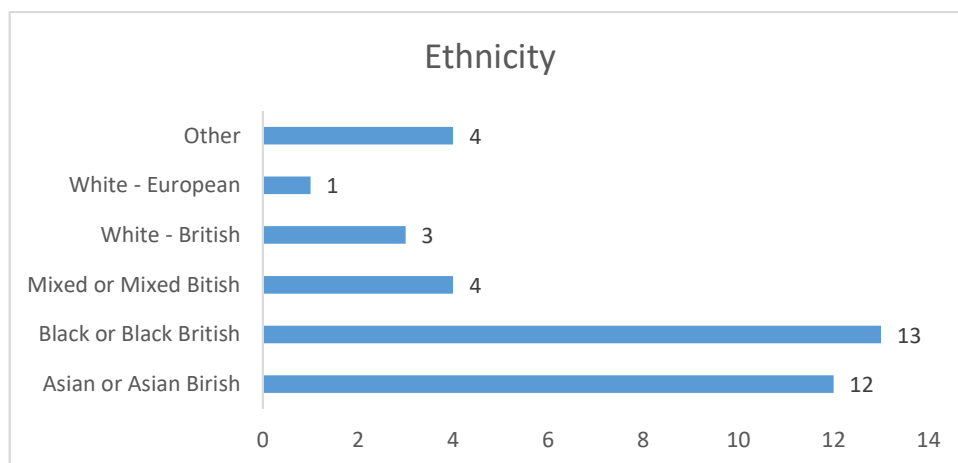
It was agreed with City of London Children's Services that all potential participants would receive five phone calls from Coram Voice callers. Each phone call would be conducted on a different day of the week, and at a different time of day in order to promote participation. Following each unsuccessful call attempt, callers left voicemail messages and sent follow up texts, explaining who was calling and providing background about the survey and its purpose. All participants were given a £10 voucher in recognition of the time they spent contributing.

Overall demography of survey participants

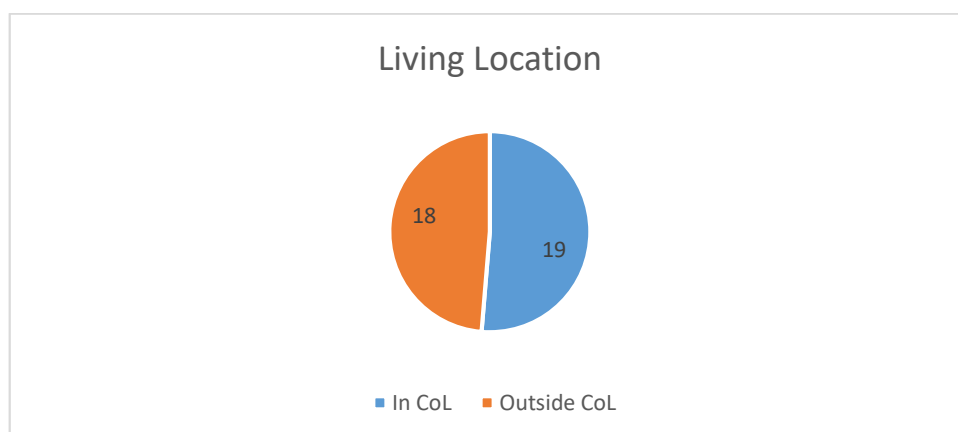
The graph below shows the age of the **37 unique children** and young people represented in completed interviews. A broad range of different age groups are represented, ranging from one to 24 years old.



The graph below shows the preferred description of the **37 unique children's** ethnicities.



The graph below shows where the 37 unique children are living.



Summary findings – Care Leavers

Eligibility and response rate

Following feedback given as part of the 2024 survey, and in consultation with a group of Care Experienced Consultants three options were made available for Care Leavers to participate in the survey in 2025:

1. Full Care Leaver Survey: comprising 51 questions, completed with Coram Voice caller. This option was completed by 9 young people.
2. Self-Directed Full Care Leaver Survey: comprising 51 questions, completed independently. This option was completed by 1 young person.
3. Short Care Leaver Survey: comprising 14 questions, completed with Coram Voice caller. This option was completed by 11 young people.

All young people were initially asked to complete the Full Care Leaver Survey with the support of a Coram Voice caller. Where young people declined this option, the Self-Directed Survey and the Short Care Leaver Survey options were offered. These options for participation showed some success in capturing the voices and feedback of young people who otherwise would have declined participation.

At the close of the calling period, all Care Leavers with whom callers had not yet made contact were sent the Self-Directed Survey and were given a final week in which they could choose to complete this. No further Care Leavers participated as a result of this.

As in previous years, Care Leavers formed the largest cohort of eligible young people for this year's survey, with 50 potential interviewees. 21 Care Leavers chose to take part in the survey, representing a participation rate of 42%, with a further 7 young people refusing participation, representing 14% of the eligible population.

Although the Full Care Leaver survey was slightly shortened this year, the survey continues to be a lengthy undertaking for young people. Although the majority of Care Leavers felt that the questions asked were relevant to them, their lives, and what they want to share with Children's Services, several Care Leavers fed back that they did not want to participate due to time constraints of their busy lives, families, jobs and education.

The Full Care Leaver Survey took a minimum of 40 minutes to complete, with some young people spending more than 70 minutes responding. The Short Care Leaver Survey generally took between 25-35 minutes, with the quickest survey lasting for 15 minutes and the longest lasting for 45 minutes.

The reasons given by the 7 young people refusing participation were as follows:

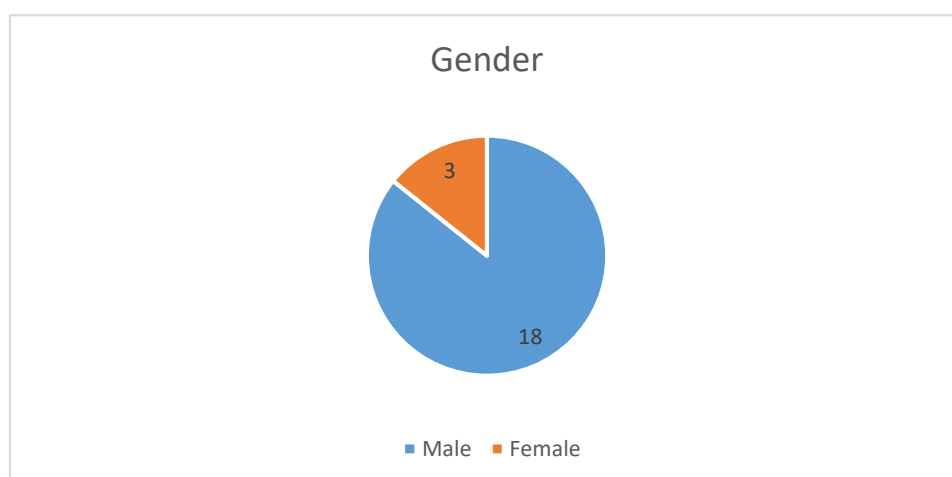
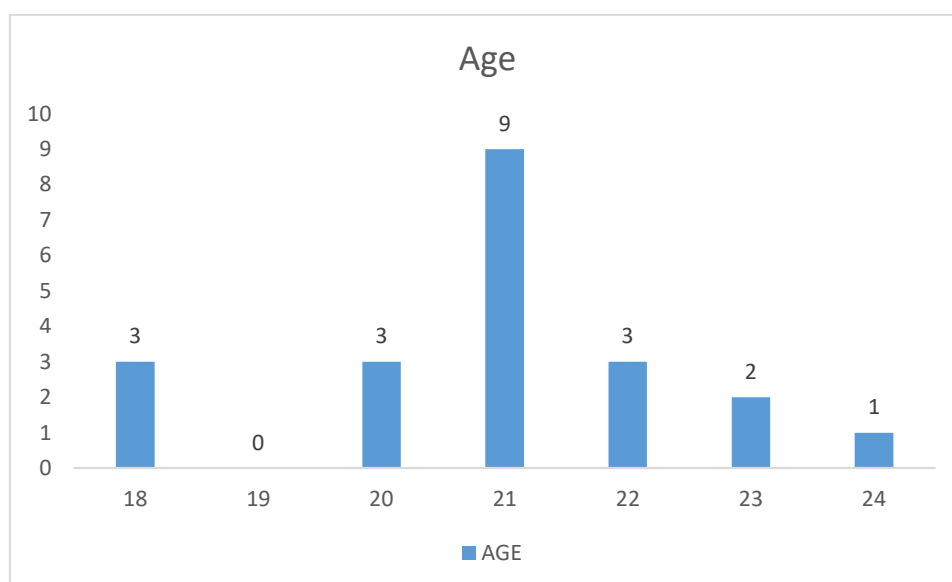
- Three young people said that they were not interested in completing the survey;
- One young person felt that they 'had nothing really important to say';

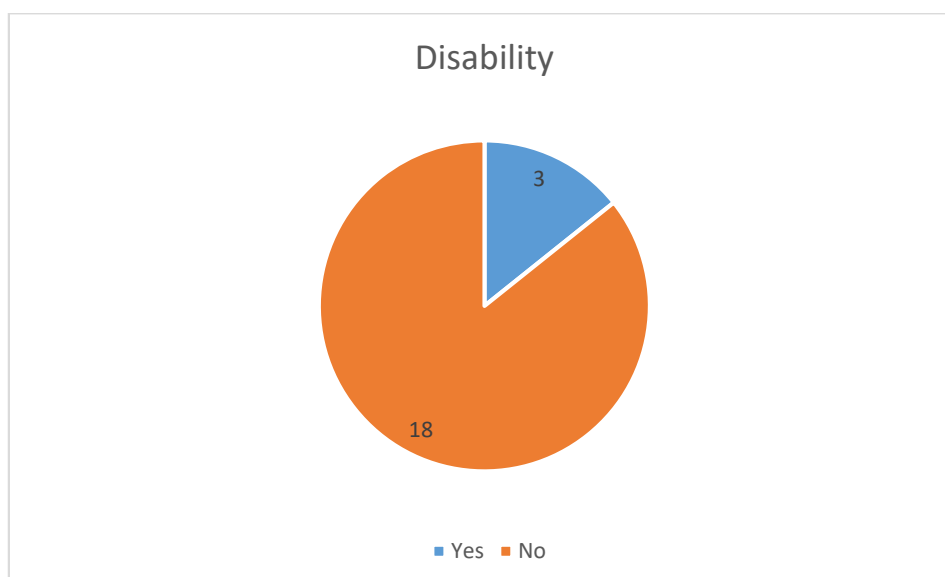
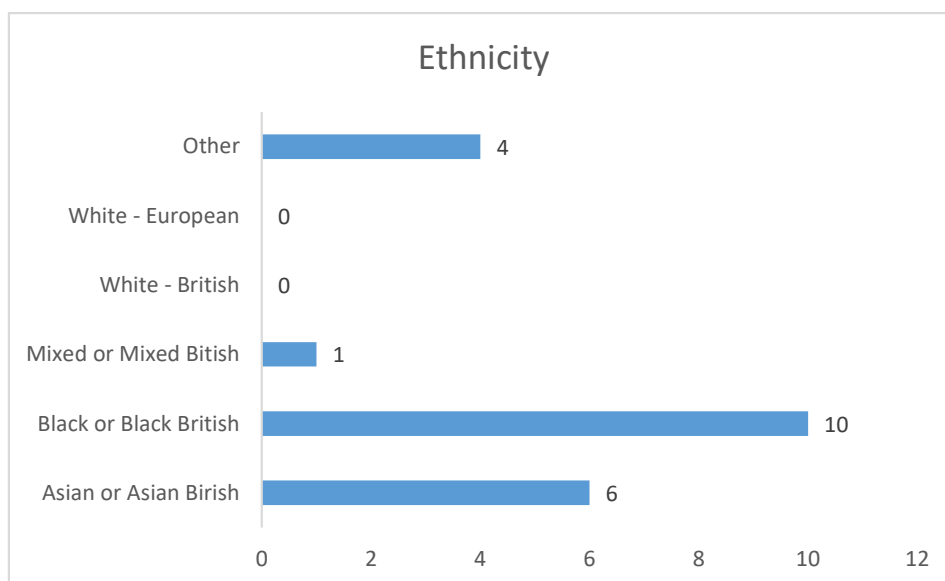
- One young person felt that they had already responded to the 2024 survey recently, and they had nothing new to add;
- One young person said that they did not want to speak on the phone;
- One young person did not want to give a reason for refusal.

Callers were unable to make any contact at all with 22 Care Leavers eligible for the survey due to their calls not being answered at any point during the survey period (44% of the Care Leaver population). This is in line with the 2024 survey, where 44% of the survey population were also uncontactable.

Demography

The ages of the Care Leavers participating in the survey ranged from 18 – 24. The majority of respondents were male young people who arrived in the UK as asylum seekers, which is in line with the population of Care Leavers in the City of London. The majority of respondents identified themselves as being from Black, Black British, Asian, or Asian British backgrounds.





Several of the Care Leavers interviewed for this survey referenced the complex and, at times, traumatic journeys which had led them into the City of London's care. Respondents spoke about leaving their families to travel to the UK, and their experiences of bereavement and war. Several Care Leavers described experiencing isolation and loss, and as in previous years, young people showed remarkable trust and generosity in sharing difficult memories with the interviewer. Coram Voice callers were equipped with a range of different sources of support to which they could direct any Care Leaver who wanted this. This year, callers signposted young people to a range of different organisations, including The Samaritans, Shelter, and their GPs, as well as several young people who were signposted to Advocacy with Coram Voice. Several young people were also provided with the City of London Local Offer.

However, as in previous years, the Care Leavers participating in the survey demonstrated impressive adaptability and tenacity, as well as a clear sense of optimism and purpose, even in the face of significant challenges. The Care Leavers interviewed described the hard work

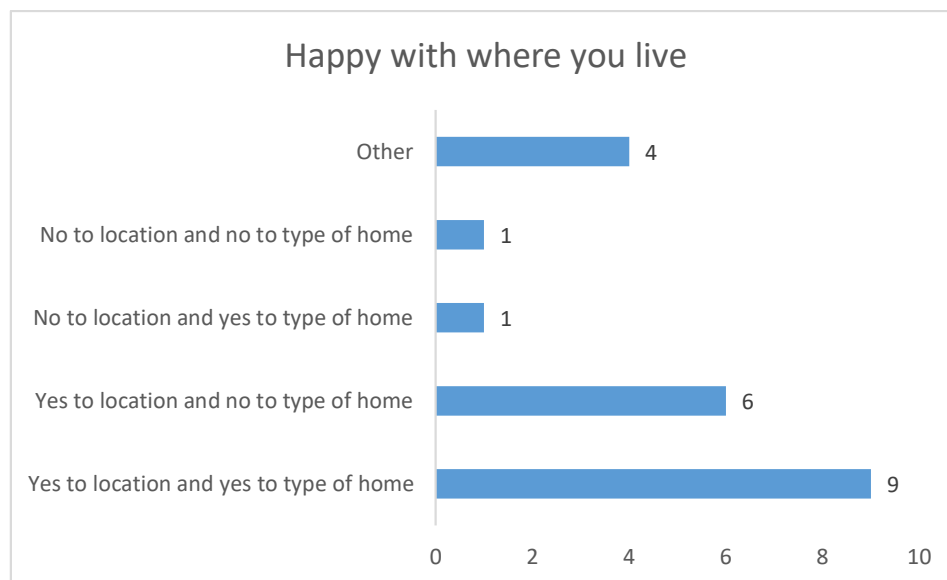
they poured into living – in the words of one young person – a ‘good life’, with the support of Children’s Services and others in their networks.

Living Arrangements

Six young people were living in the City of London area; 15 young people were living outside the City of London area.

All 21 young people were asked whether they were happy with where they were living and the home they were living in. 10 young people described themselves as being happy with both (48%), and only one young person (0.5%) described themselves as being unhappy with both. 10 young people described themselves as being unhappy with the home they were living in. Young people spoke about feeling that they did not have enough space or privacy in their current living environment, or talked about issues such as damp and mould in their property.

The answers given are shown in the graph below:

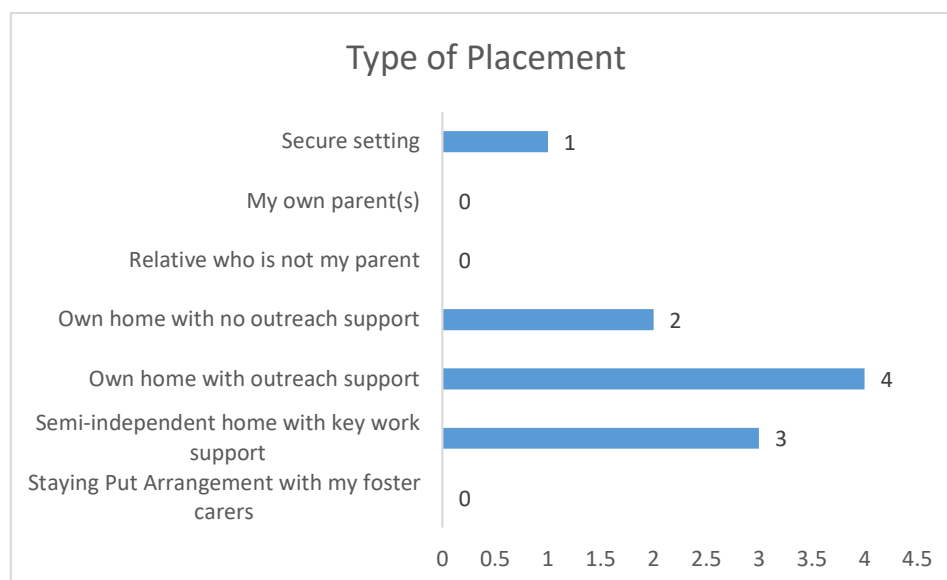


Respondents who selected ‘other’ gave further information:

- ‘I am not happy with the room it is too small, I want a council property’;
- ‘I am not happy with the services, my flat has mould in every room. I have reported this but nothing is being done’;
- ‘When I turned 18 years old I asked for my own place, as at the moment I live in a shared house and I need my own accommodation’;
- ‘I am happy with the house and the area I live in’.

This is a common issue for young people living in London, given low housing stock available across the capital.

The remaining 10 young people who chose to complete the Full Care Leaver Survey, provided further detail about the kind of home they were living in. The largest group of respondents was those living in their own home with outreach support (4):



Care Leavers were asked whether they feel that they go the support they needed to look after their own home. Half of the respondents (5) felt that they did. However, where one respondent was unsure ('my keyworker is coming sometimes'), the remaining four respondents did not feel that they got adequate support:

- 'No. I can look after my house but they are supposed to give me someone to give me tenancy support to help me with setting up my gas and electric, council tax discount. I've tried ringing them but I can't get hold of anyone. There's one guy, but he's not helpful and doesn't answer the phone, but i'm alright, I can do it myself';
- 'No, they don't actually care about how you are feeling. They can't help me in more ways, they actually. They don't ask how i'm doing';
- 'Don't get support from LA e.g. rent. Trying to build up life but physical disability makes this difficult';
- 'No I look after by myself'.

Housing, particularly in the London area, can be a huge source of stress for Care Leavers, and the answers above suggest that there may be more need to support young people, especially those who are new to the UK, with their housing. At several points, Care Leavers spoke about the difficulty in getting support from the Housing Department, even where they felt very positively about their Social Worker ('[I am getting all of the help I need from my Social Worker] but the council takes too long for housing decisions').

Two respondents confirmed that they had received the full Setting Up Home Allowance. Five respondents had not received the allowance as they were living in temporary accommodation. A further three respondents were not sure what the Allowance is, or

whether they had received it. This may be because these conversations are not initiated until the Care Leaver will receive the allowance.

Your Social Worker

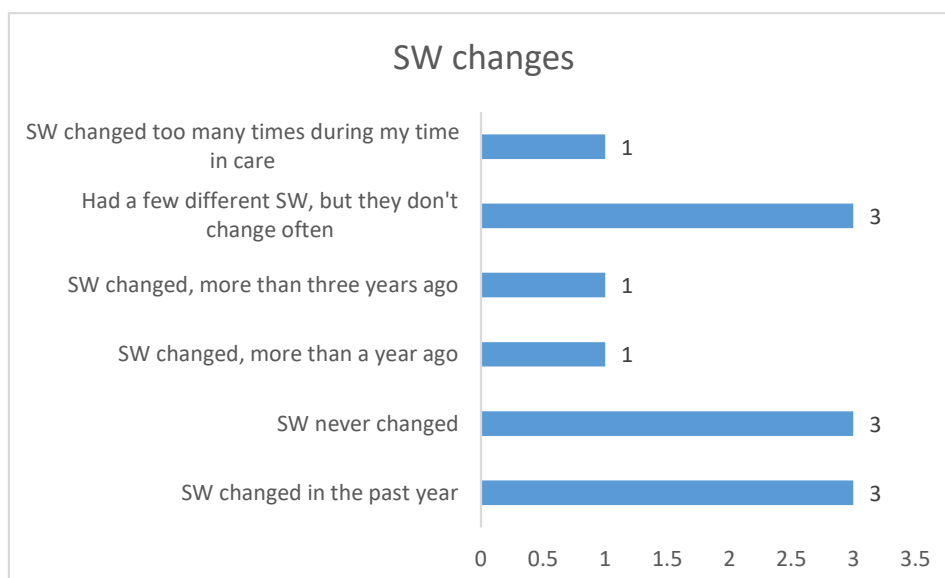
All 21 young people were asked whether they felt they get all of the help they need and want from their Social Worker. Responses were overwhelmingly positive, with 17 respondents (81%) saying that they felt they got all of the support they needed from their Social Worker now, even where the respondents had been unhappy with previous support, or were aware of the limits of how their Social Worker could help. This included comments such as:

- 'Yes I get all support need. When I need advice I always call [them] for advice they always try to help me as much as they can including the manager';
- 'Social worker is aware of all issues and helps';
- 'They are very helpful';
- 'My social worker is very helpful';
- '[I get] a lot of help';
- 'Now my social worker has changed, yes [I get the support I need]';
- 'I will, say 85% because sometimes they say things that they don't do'.
- 'Yes she is doing her best. She can do everything but sometimes I need financial support, they don't help with the money stuff, but they help me with ideas'.

However, four respondents shared that they did not feel that they got all of the support they needed:

- 'I don't think so. They change my allowance to Tesco vouchers. I'm not getting cash money, I'm in the same clothes as two years ago that I came in from [my home country]. I'm in a bad condition, I can't get a regular haircut. I look really bad most of the time, I can't save my money to buy all the stuff I need because only have Tesco vouchers. I start to think that what they are doing is not good, not illegal, but not good. They not trying to find a solution, to be honest, I've been thinking that they know this, but they want me to go back to my country'.
- '[I do not get] all what I need'.
- 'No I am not getting support from social services. I was told that I will be assigned a social worker but they have not allocated me a social worker so I am currently not getting any support'.

All ten of the young people who completed the Full Care Leaver Survey knew their named Social Worker. When asked about how consistent their Social Worker had been, only one young person felt that they had changed 'too many times' ('they leave or find another company'). A further three young people had experienced a change of Social Worker in the past year. Most young people described having the same Social Worker for all or most of their time in care.



When asked about the frequency with which they saw their Social Worker and making contact with them, the large majority of respondents (8, 80%) felt that they saw their Social Worker 'as often as I need', and found their Social Worker easy to contact ('I have a lot of ways to reach [them]'; 'I can contact [them] whenever I want'; 'it's only when [they're] on holiday I have to contact someone else'). Two respondents (2, 20%) would have liked to see their Social Worker more frequently, and found them only 'somewhat easy' to contact them.

Care Leavers were asked to select words to describe how they feel after they speak to their allocated worker. Responses tended to be very positive, with a clear theme that allocated workers are reassuring and help young people to feel safe, as well as an appreciation for the perspicacity and care of the workers. However, responses also show that young people do not always understand fully what their allocated worker has said:

- 'I feel cared about' (7)
- 'I understand what is happening' (7)
- 'I feel reassured' (4)
- 'I feel safer' (4)
- 'I feel comfortable' (1)
- 'I feel confused' (1)
- 'I feel unsafe' (1)
- 'I feel neutral' (1)
- 'I feel ok' (1).

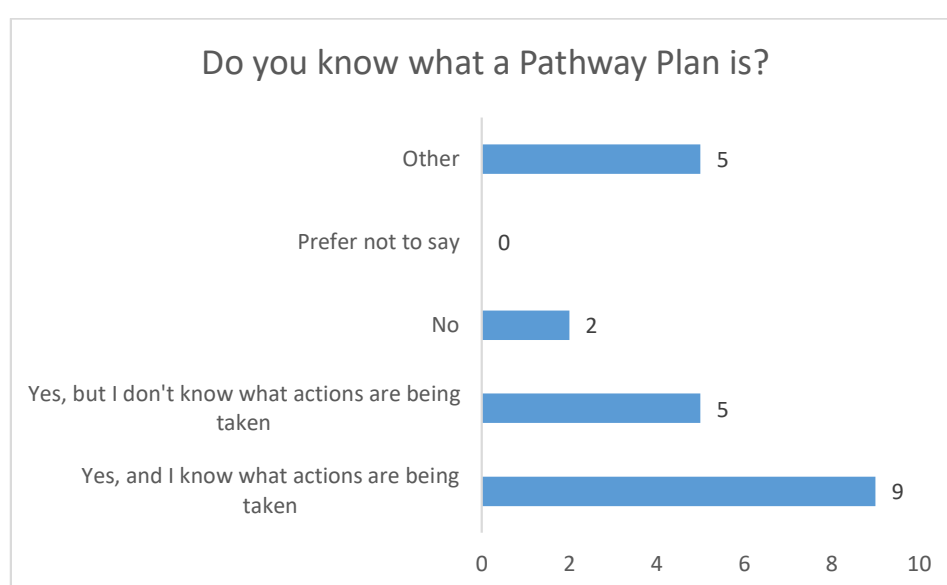
One Care Leaver added, 'I don't feel like [my Social Worker] is being truthful, I feel like [they] have a bad perspective of me'.

Generally, most respondents did feel that their views and wishes were taken into account by their Social Worker, with six respondents feeling that this 'always' happens and three feeling that it 'sometimes' happens. Only one young person felt that their Social Worker

does not listen to their views and wishes. Respondents were able to give clear examples of decisions which were influenced by their views and wishes, including decisions about where they lived; childcare; support at school and college; and gaining citizenship. One young person said, '[they] do generally listen to me'.

Rights and Entitlements

All 21 young people were asked whether they knew what their Pathway Plan is. As in previous years of the survey, there was a variety of knowledge and awareness around rights and entitlements within the Care Leaver group.



Those responding 'other' shared the following comments:

- 'I had a meeting with my social worker a few months ago and I have been provided a copy of my plan';
- 'Yes it is done every three months and I know a little about it';
- 'Yes I do this with my social worker';
- 'I have not been given my plan';
- 'I have not been explained or given the pathway plan'.

Therefore, while the majority of respondents knew what their Pathway Plan was (17), in total, four respondents felt that they did not know what their own Pathway Plan was at all. The team of Care Experienced Consultants who supported with the design of the Short Care Leaver Survey in 2025 included this question because they felt that the Pathway Plan was the most important entitlement for a Care Leaver to be aware of.

Entitlements for Care Leavers can be highly complex to navigate and understand, especially for young people who may have moved to the UK from abroad and may not use English as their first language. The Pathway Plan is an empowering, collaborative single point of reference for a young person looking for support and guidance. The responses above

suggest that there is need to ensure all City of London Care Leavers are aware of and have had input to their Pathway Plan and the actions within it.

All ten of the young people completing the Full Care Leaver Survey were asked if they knew what the Care Leaver Local Offer was and where to find this. There was a considerable amount of confusion within the group, even when the terminology was explained by the caller. Eight young people did not know or were not sure what the Local Offer was, and one young person believed that it wasn't relevant for them as they were living outside of London. One young person summed up the group's consensus: 'I maybe have heard the words before but not sure what it means'. By contrast, one young person felt that they had been sent 'lots of information about the local offer'. This confusion is likely in part due to the diverse terminology used to describe rights and entitlements for Care Leavers, and most of the respondents were nonetheless aware of at least some of the services that they could access, or felt that they could ask their Social Worker for this support. Several young people asked to be sent the Local Offer following the call.

When asked about other rights and entitlements, responses were once again mixed as to how familiar young people were with these options:

	Yes – I know what this is and I have used it before	Yes – I know what this is but have not used it before	No – I do not know what this is	Not sure
Children in Care Council meetings and events	5	3	2	0
Children in Care Council website	3	1	4	2
Children in Care Council Whatsapp and email group	8	1	1	0
City of London's Pledge for Children in Care	3	1	6	0
Advocacy	5	0	3	2
Independent Visiting	6	2	2	0

Complaint: 8 respondents (80%) knew how to make a complaint if they needed to. One was unsure, and one did not know. On young person volunteered that they would seek out the support of an advocate if they wanted to do this.

As in previous years, the understanding of entitlements within the Care Leaver group was inconsistent, and few young people felt fully confident about all of the things they could access.

Education, Training and Employment

All 21 young people were asked whether they have faced any barriers when trying to access a job or training. Six respondents (29%) felt that they had not faced any barriers when trying to get a job, but the majority of respondents (15, 71%) spoke about facing a barrier. When asked to provide further information, they shared the following:

- Three young people spoke about struggling with the English language ('[they are] enjoying [their] course but struggling with language barrier as English is not great'; '[they] are studying but is struggling with language barrier'; '[they are] currently studying at college, has very limited English and believes this is a barrier for [them]').
- Two young people spoke about practical barriers to accessing opportunities, giving examples like needing new clothes ('I don't have clothes, it is hard') and internet issues ('I had a problem with internet connection accessing online lessons').
- Two young people felt that they should have received more support in general from their Social Worker or Key Worker to access opportunities ('I am currently working, but when I asked my key worker to help me find a job they said they will support me. However, I never received support to find a job or apprenticeship'; 'A lot. Lack of assistance. LA should have done more to help me').
- One young person spoke about the ongoing impact of the trauma of fleeing war and losing family members on their ability to study ('I am struggling with depression and losing family to war').
- One young person spoke about the impact of securing funding to study ('I have been trying to enrol onto an electric course but I have not been supported with the funding as it is not a free course').
- One young person spoke about the impact of discrimination while trying to get a job with a disability ('I have barriers when trying to get a job with disability and people judge me over this').
- One young person spoke generally about the challenges of a competitive job market and decreasing wages ('getting a job is difficult, and there are no jobs like there used to be').

The responding Care Leavers face complex, compounding challenges in trying to access education, employment and training, overcoming issues ranging from the day-to-day and practical, to wider issues of trauma and adjusting to life in the UK.

Of the ten Care Leavers who responded to the Full Care Leaver Survey, nine respondents felt that they got enough help from the adults around them to overcome these barriers and access education and employment. Only one respondent felt that they did not get 'enough help'. By comparison, four respondents felt that they would need more help around finances in relation to their education, training and employment.

The majority of respondents (8, 80%) were also aware of the Virtual School and how to contact them for extra support. Four of these young people had previously accessed support from the Virtual School.

Health and Wellbeing

All 21 young people were asked if they knew how to access services if they felt unwell physically or mentally. 17 respondents (81%) felt confident that they could either access services independently (12, 57%) or with the support of an adult in their lives (5, 24%). Four Care Leavers were more unsure as to whether they would know what to do. One responded that they 'knew how to book appointments' but did not feel completely confident with all aspects of their health. One Care Leaver shared that they would feel confident accessing support for their physical needs, but not their mental health needs. One Care Leaver knew that they needed support to access medical services, but did not always know which adults to turn to. One final Care Leaver described feeling a lack of trust towards the NHS due to previous experiencing in being asked to take medication.

Of the ten Care Leavers who responded to the Full Care Leaver Survey, all were registered with a GP. Only one was not registered with a dentist.

When asked whether they could identify areas to do with their health which they wanted more support with, two young people (20%) said they wanted help to stop smoking. One young person also spoke about coping with the aftermath of an accident. Otherwise, no respondents felt that they wanted or needed more support.

Safety

All 21 young people were asked if they feel safe in their lives at the moment.

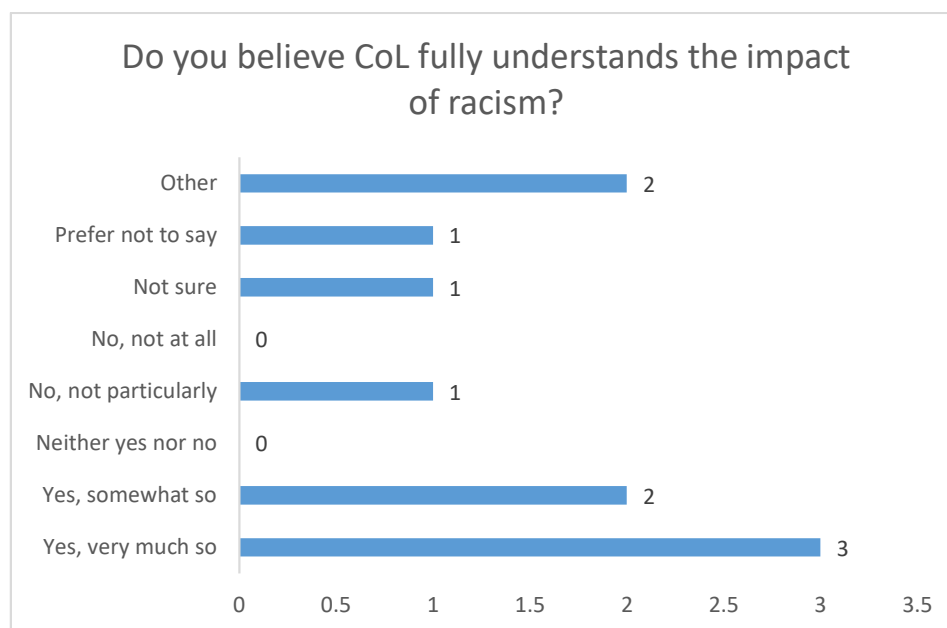
Five respondents (24%) did state that they do not feel safe, for a range of reasons. One young person felt that their accommodation was a 'hazard' because of the restoration work taking place on their accommodation. Another young person spoke generally about not feeling safe in their current home, but was not able to give further detail about why this was. One Care Leaver spoke about feeling unsafe in their local neighbourhood, and like they are 'not able to walk around in this area'. However, they shared that they had been supported by their Social Worker to attend a different college to support with this, and was pleased about this outcome.

One young person described feeling unsafe because of a lack of privacy in their accommodation. The young person said that the staff in the placement came into their room without being given permission and without the young person being told this would happen. The staff member filmed a video of their room, and the young person has since made a complaint about this.

Of the ten Care Leavers who responded to the Full Care Leaver Survey, all of them felt that they would have someone to tell if they were being harmed or bullied, and were able to list people they would contact, including the police, their Social Worker, a partner, friends, or emergency numbers that their Social Worker has given them.

Respondents were also asked about whether they had experienced racism. Six respondents said that they had not experienced racism. Two further respondents had experienced racism but felt that they got the help they needed with this. However, two further respondents said that the racism they had experienced was from within Children’s Services – one had experienced this from Children’s Services outside London, and one from their current City of London Social Worker. The latter added, ‘my Social Worker tells me that I’m not a person who needs this help, that I’m not a refugee because I came in from [country of origin]. I feel a few times when they have told me this... it’s not good to help me’.

Respondents shared the information below when asked whether they felt that the City of London understands the impact of racism and are taking action to tackle this:



The ‘other’ responses included two young people who did not feel that they could comment.

Respondent were also asked whether they had experienced any discrimination as a Care Leaver, and more participants felt that they had experienced this. Six Care Leavers felt that they had experienced discrimination because of their care status. Again, two young people felt that this had come from Children’s Services or their Social Worker, and a further two felt that this had originated from their Key Worker.

Young people were asked whether they felt able to speak to and spend time with people who were important to them. Everyone was able to identify at least one person with whom they could do this, including their family members, partners, former foster carers, Key Workers, and their Independent Visitor.

Finally, respondents were asked about their sense of connection to others, and whether they feel cared for by the people around them.

All 21 young people were asked this. Although some respondents spoke of ‘friends in the UK’, the majority of young people spoke with sadness about the people who cared for them

being in their 'home' countries. Many respondents described a sense of isolation and feeling cut off from others in the UK ('everyone is back home', 'only my mother cares, but she is not with me', 'I do not have any family or friends who care about me'). Several described carrying the trauma of their experiences abroad with them through their life in the UK. There was a clear need among this group to be supported to develop a broader support network and to find more opportunities for connection where they are living. These Care Leavers may also benefit from support to help them to access communities of support which will help them to feel linked to their own cultural heritage in the UK.

The Future

All 21 young people were asked to share their dreams and aspirations for the future. As in 2024's survey, respondents spoke with pragmatism and clarity about their ambitions to secure training and stable employment. They described a broad range of career paths, including working in travel and tourism; cyber security; medicine; nursing; as an electrician; as an artist; as a musician; as a truck driver; and running their own businesses. One young person said that they 'would dream of attending university'.

Several Care Leavers said that they felt well supported to achieve these goals because of the help of their Social Worker ('they have helped and supported me to where I am now'; 'I receiving the correct level of support').

The ten Care Leavers who completed the Full Care Leaver survey were asked to share whether they had any worries about the future if they felt comfortable doing so. The group were split, with five Care Leavers (50%) sharing that nothing worried them at the moment. However, five respondents did share worries, including:

- 'Living in the UK with this circumstance and life expensive at all the time that what I'm worried about how it will be my future with no work experience or job title
- 'Yes. To be honest I don't feel good with my life. I care a lot for my future. Even if my social workers say that I don't look like I care for my future, but I do';
- 'I have lots of worries, but nothing specific';
- 'I am worried about getting council housing';
- One young person also shared that they worried about balancing the pressures of child care with work and study'.

All 21 young people were given a final opportunity to share support that they would like which they are not currently receiving. Four young people felt that they were getting everything they needed.

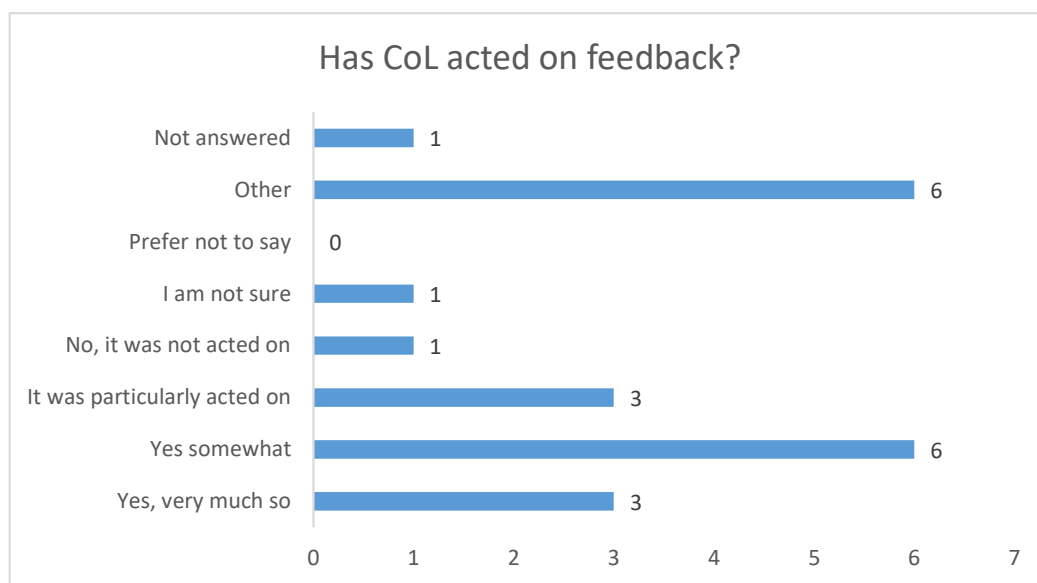
There was a significant preoccupation with housing when young people spoke about their futures. Ten young people said that they wanted more support around housing, with the majority of these respondents saying that they wanted support to secure council housing or

improving the condition of their accommodation. One young person described the impact that their temporary accommodation was having on their wellbeing: 'I am very stressed'.

Other young people spoke about wanting more support with changing their habits ('I would like to get someone to help me to change my habits'; one young person wanted support to get 'into work'; and one young person spoke about wanting support to move their partner to the UK with them. One Care Leaver described a deep, relational want for support: 'I would like someone who checks in with me. There is no one who worries about me'.

Feedback

All 21 young people were asked whether they felt that Children's Services had listened to their feedback if they had given this previously.



Around half of the respondents (9, 43%) felt that their feedback had been 'somewhat' acted upon (6) or 'very much' acted upon (3). Some respondents felt more ambivalent about whether their feedback is acted upon, explaining that it depended what topic they were feeding back on ('my Social Worker does sometimes listen to me, but not when I try to discuss my accommodation or physical health'; 'Not all of them [the topics I raise]'). Four young people had not given feedback previously.

Summary findings – Children in Care

Eligibility and response rate

The cohort of Children in Care eligible to participate in the survey this year was small, comprising only five eligible children (5 eligible children in 2024; 10 eligible children in 2023).

However, responses were received representing the experiences of all five children in this cohort:

- 1 child completed the survey independently with no support.
- 2 children with SEND were supported to complete the survey by an adult carer (one by a parent and one by a member of school staff);
- 1 child was supported to complete the survey by their parent to support with the child's engagement;
- 1 child's carer completed the survey on the child's behalf (child aged one year old).

This represents a 100% response rate (80% in 2024; 50% in 2023; 45% in 2022; 65% in 2021).

The children's ages ranged between 1 year old to 17 years old. Three children identified as having a disability, and one was awaiting the outcome of an ADHD assessment.

Care Arrangements

The children interviewed lived in a range of different care arrangements, including in a semi-independent home with key work support (2), a foster home (1), a Residential Children's Home (1), and a Residential School (1). Two children were living within the City of London Local Authority area, and three were living outside of the City of London but within the Greater London area.

All of the respondents shared that they felt happy with both the type of home they were living in, as well as the location of their home, and felt that they were getting all of the support they needed where they were living.

Social Workers, Key Workers and Foster Carers

The feedback that young people and their carers shared about their Social Worker was overwhelmingly positive. Four respondents felt that they got all of the help they need from their Social Worker, sharing the following comments: '[The Social Worker] is on the ball'; '[They] are very proactive'; 'The Social Worker is very good'. All respondents felt it was either 'somewhat easy' (2) or 'very easy' (2) to contact their Social Worker. One participant added that they don't often have to call their Social Worker because '[they] call me first'.

One respondent was more tempered in their response, saying that they only ‘sometimes’ get all of the help they need. Another participant, who shared that they felt very positive about their current Social Worker, said that they felt that ‘young Social Workers seem to be a lot more enthusiastic’.

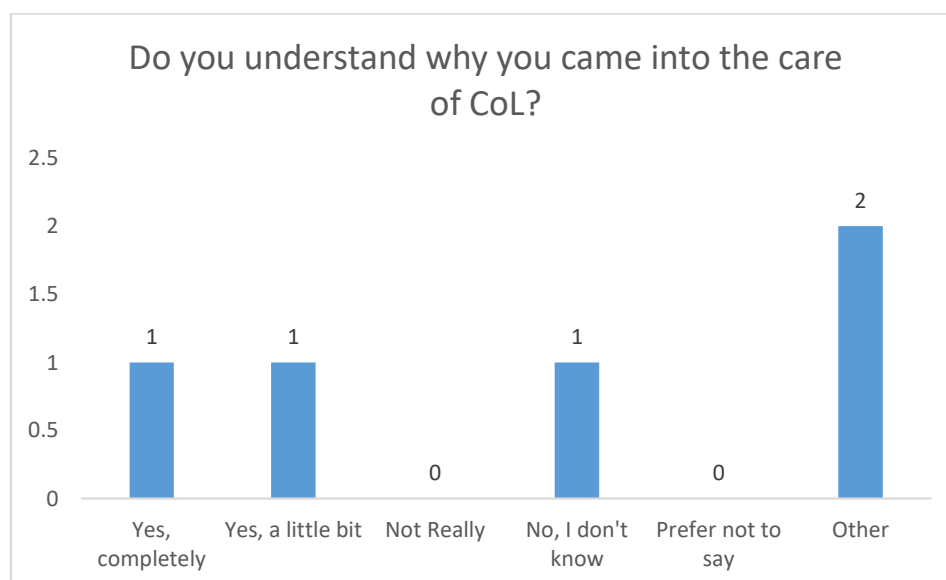
One respondent spoke of the complexities of a relationship with a Social Worker, particularly in the context of the challenging work they are sometimes asked to do: ‘sometimes we have mixed feelings after we have seen [them], but always I feel refreshed, more knowledgeable and to keep going’.

When asked how often their Social Worker changed, two respondents shared that their Social Worker had never changed, and only one respondent said that their Social Worker had changed in the past year. One participant added, ‘they change a lot but they are all really good and have been amazing with starting the transition to adulthood’.

Respondents were asked whether their Social Worker talks to them on their own. Answers varied depending on the child’s age. The older children described ‘always’ being seen alone; younger children described ‘usually’ and ‘sometimes’ being seen alone; the 1 year old child’s carer said they were always seen ‘together’. This suggests that Social Workers in the City of London are adapting their visits around the needs and stage of each child. Similarly, one carer described that even though the child cannot have a direct conversation with their Social Worker due to disability, ‘[they] always enjoy seeing [them]’.

The majority of respondents felt that their Social Worker does take their views into account, with one child saying they were ‘not sure’ about this. Two respondents were able to name concrete examples of when decisions had changed because of their views.

Feelings were mixed when participants were asked if they understood why they were in care, with only two people responding that they ‘completely’ understood. Others answered ‘a little bit’ (1), ‘I don’t know’ (1), or shared ‘I do not fully understand, and they don’t really tell me everything’ (1).



Similarly, there was a range of understanding about what a Care Plan is, what is included within the respondents' own Care Plans, and who was responsible for taking the actions described there. One person felt fully confident that they knew what was in their Care Plan and who was taking actions. However, one person did not know what their Care Plan was at all, and the remaining three respondents only partially knew about this. Only one respondent shared that they were 'partially' involved in making their Care Plan. One carer commented, 'I did not have input into [the child's] care plan'.

Rights and Entitlements

The respondents' understanding of their rights and entitlements was mixed. This may indicate both the complexity of the system to navigate, and the variety of different terms used to describe rights and entitlements, as well as pointing to the relevance of some of these entitlements to different age groups included in this section of the survey.

The table below shows the responses given:

	Yes – I know what this is and have used it	Yes – I know what this is but I have not used it	No – I do not know what this is	Not sure – I am not sure what this is
Children in Care Council meetings	0	1	2	2
Children in Care Council website	0	0	3	2
Children in Care Council Whatsapp and email group	0	1	2	2
City of London's Pledge for Children in Care	0	1	2	2
Advocacy	1	1	3	0
Independent Visiting	1	0	3	1

Complaints: two respondents knew how to make a complaint to Children's Services if they needed to. Two did not know how to do this, and one young person was not sure.

Independent Reviewing Officer (IRO): most respondents (3) did not know what an IRO was. Of the other two respondents, one felt that their IRO did 'not really' help them, and another shared that they felt they did not help 'at all'. Only one person knew how to contact their IRO if needed.

When asked what further support they would like which they are not currently getting, three respondents said they were getting 'everything they need already', one was not sure, and one asked for 'driving lessons'.

Education, Training and Employment

Four of the children surveyed were attending full-time education at school or college. The carer of the 1 year old child shared that they will start nursery later in 2025.

Of the four children attending education, three stated that this support was 'very good' (1) or 'good' (2). One carer felt unable to answer this question, saying, 'I don't communicate with [their] school a lot and [they don't] always go in'. Two of the carers surveyed, answering on behalf of the children, shared that they would have liked more support with the child's education. One elaborated, sharing that they would like 'more help keeping up attendance'.

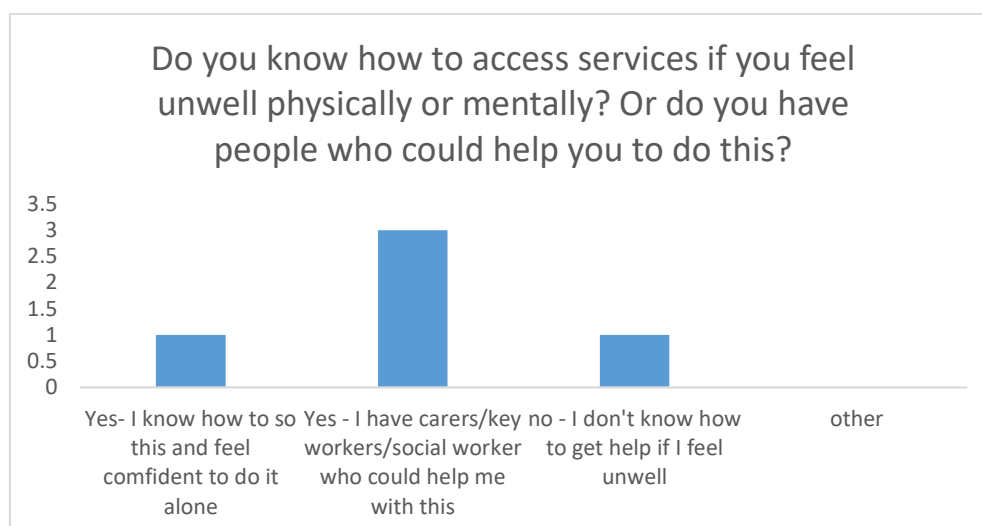
When asked about the Virtual School, one respondent knew what this was and had attended within the past year. The other four respondents were not sure what the Virtual School is – this may be because this support is not relevant for the children surveyed

Health and Wellbeing

Generally, feedback about health and wellbeing was positive in this group. Four respondents did not express significant worries about their physical and emotional health. Two carers noted that the children did have active health issues for which they needed support, and were receiving help for this already. Of these two, one carer described wanting further support to help the child engage: 'drug use – [they are] getting some support but [they're] not always open to it'.

One child, answering with the support of an adult, shared that they did have 'concerns about mental health', and the Coram Voice caller facilitated a conversation about different options for support that the child could access.

One child felt that they could confidently access services independently if they felt unwell, and a further three felt that they could use the support of carers, Key Workers or Social Workers if they needed this. One child said that they would not know how to access further support.



Two respondents said that they regularly attend their Annual Health Assessment, and one carer fed back on behalf of the child that he was 'assessed really well', where another child said that 'it's good'. Two further participants were unsure whether they attended their Annual Health Assessment, and when prompted were unsure about which doctors appointments or health checks were being referenced. One child received regular visits from a paediatrician.

Wellbeing, Safety and Belonging

In terms of safety, there were a mixture of feelings within the surveyed group. This varied feedback speaks to the broad range of ages and issues experienced by children within the group.

One child shared that 'loud noises' and 'travelling alone' can make them feel unsafe. At points, different opinions were shared by the carer than by the child directly. One carer said, 'I feel [they are] unsafe when we are out in the community, but [they do] not feel unsafe'.

However, all respondents felt that there was no further support that they needed which they were not already receiving. One child said that they only wanted for adults around them to 'keep helping me', and a carer shared that the staff at 'school know [them] well and give [them] person-centred care'.

All participants said that they would have someone to tell if they were being harmed or bullied. One carer, who did not believe that the child would be able to express this themselves directly, felt confident that the adults around them know them well enough to 'see signs'.

Four respondents said that they had never experienced racism, and one said that they were not sure whether they had. Opinions were mixed as to whether the adults around them understand the impact of racism on them. One carer shared that they felt able to ask staff at the child's school to celebrate race-specific occasions.

Three respondents said that they had never experienced stigma as a Child in Care. Two were unsure.

All five respondents identified people in their lives that they are able to communicate and spend time with, including their parents, other family members, friends, teachers, key workers, or an advocate. However, one respondent felt that they did 'not really' have anyone in their life who celebrated their successes with them.

The future

When asked about their aspirations for the future, children were able to share a range of goals and ambitions: one young person wanted to focus on their education; one talked with great enthusiasm about being a writer or musician; one was currently undertaking work experience, and spoke about a possible career in gardening or farming.

The carers surveyed spoke about the range of different tools and methods they use to speak to the children with additional needs about abstract concepts like their futures, such as social stories.

All of the children consulted said that they did not have any worries for the future, although some carers added that they had worries which they held for the children and which troubled them ('I have worries as the parent, but not [them]'; '[The child] is not concerned but I worried about not having enough space at home. Worries about what will happen when we die').

When asked what more Children's Services could be doing to support them, most respondents felt that they were getting the help they needed ('I think [they have] been supported really well coming into care and leaving care'; 'the adults are trying their best'; 'City of London are doing a great job'; 'I think the City of London are doing well'). One respondent – a carer – asked to be informed more clearly of their options ('Social Care just need to give us information about what the family's options are'), and a child made the suggestion that more activities could be made available ('they're good for me, but I think they could provide more activities in the city for young people').

On the whole, the feedback provided by the Children in Care and their carers was positive. The participants here felt that they were getting robust support which was tailored to their needs, even where the child's additional needs were complex. They tended to describe positive relationships with their Social Workers and other adults around them, which had helped them to build trust in Children's Services; the term 'person-centred care' was used by two carers during their interviews. Coram Voice callers were able to witness some of this support first hand, as adults in the children's lives supported them to participate in the survey with kindness and patience.

Although two children described 'missing [their] families', they also spoke with warmth about the 'nice helpers' around them in residential settings; the 'freedom' that they otherwise might not have had; and the 'wonderful journey' they have been on. One carer summed up the comprehensiveness of the support received with real positivity: '[they] are getting everything they should be, all under one roof'.

Summary findings – Child in Need

Eligibility and response rate

Parents and carers were asked to complete this survey on behalf of their families. The information was provided for four potential interviewees, representing 7 unique children.

Callers were able to contact three of the families using the information provided, and successfully completed interviews with two families, representing five children. One carer refused participation in the survey, as the child in their care was imminently leaving the UK and their case would be closed with Children's Services. One family was uncontactable for the duration of the survey period.

In order to protect the anonymity of the families choosing to participate, feedback shared here has been carefully anonymised, and only limited identifying information has been provided. Demographic information for the children represented by these responses has been included in the full summary data at the top of the report.

The Child in Need Service and Social Workers

Both carers felt that when they were first contacted by the Child in Need service, it was 'somewhat explained' what the service is and how it works.

Both carers felt that it was 'very easy' to contact their Social Worker, but used markedly different words to describe how contact with their Social Worker makes them feel. Where one carer described feeling 'reassured', like '[they] hear me out', and that they leave understanding what their Social Worker has told them, the other carer said they feel 'judged'. They added 'sometimes it's a bit much and their language makes me feel like I'm failing, other times it's lovely'.

Both carers said that their child's Social Worker speaks directly to their child to seek the child's views, and one added '[they are] getting to know the [children]'. However, the carers expressed mixed opinions about whether the Social Worker sought their views as carers, with one carer feeling that this did happen ('[they] listen'), and one feeling that it did not, describing it as something which happened more 'in the past' but was now 'a bit of a battle'. One carer also described the frustration of advocating for their needs: 'they didn't listen to me or believe me. All the time professionals suggested it was my mental health that was the issue... I think things would be different if [child] had had the right support early on'. Both respondents did, however, feel that they were invited to contribute in the Child in Need review meetings.

The table below shows the responses that were given to the following statements:

	I agree	I do not agree	I'm not sure/ prefer not to say
The Social Worker explained to me why they came to see me and my family	2		
The Social Worker asked me about my plans and hopes for the future	2		
I felt listened to	1	1	
I was given enough time to talk	2		
I felt that what I said was taken seriously		1	1
I felt that the Social Worker understood my family and their needs		1	1
The Social Worker explained what would happen next	1	1	
Me and my family were treated with respect	1		1
I knew who my Social Worker was and how to contact them	2		

One respondent caveated their answers with, 'there answers would be very different and more negative if it was based on experiences of other previous Social Workers'. This comment highlights the ambivalence which underlies some of the answers to their survey, and highlights how heavily an individual's experience can depend on their relationship with their allocated worker as the face for the service as a whole.

Respondents highlighted the complex and overlapping network of relationships involved in their support systems, including family members, friends, neighbours, teachers, advocates, and charity workers. One carer summed it up by saying, 'we all kind of communicate alright'.

Both respondents felt that they understood the Child in Need Plan in place to support their children, and noted practical support that they were receiving through Children's Services e.g. short breaks service and therapy. However, one respondent expressed real frustration that the plan showed that their property was unsuitable for their child's needs, but this was 'not addressed' in reality: 'I'm priority for housing, but I don't feel like me or [my child/ren is/are] being prioritised... they need to be more hands on knowing that the family has a low level of support. They should do a lot more, communicating, pushing for housing. I was in a situation where housing was unsafe because of electrical faults, and I was told I had to leave but to go where?... my [child/ren is/are] not safe in this flat, despite me trying my best'. One respondent also spoke about the challenges in accessing the Short Breaks service, particularly without the 'dependence of receiving DLA'.

Family Hubs

One respondent had heard of the Family Hub model before.

When the concept was fully explained, the respondents made suggestions about where the Hub could be located, including a school (1), a community centre (1) – specifically Golden Lane Community Centre – or a library (1). Both respondents wanted to see a Hub host activities for older children (2), as well as activities for 0-5s (1), and support for people with disabilities/ long term health conditions (1). One respondent said they particularly wanted to see activities for siblings of children using services, in order to ‘support single parents with multiple children’.

Feedback

Both respondents had previously shared feedback with the City of London. Where one respondent felt that their feedback was ‘somewhat’ listened to, the other respondent felt that it was not listened to and that they faced negative consequences because they had shared: ‘I feel like by giving feedback I was treated badly because of it and my case was escalated’.

When asked whether there was any final feedback which carers wanted to share with Children’s Services, one respondent said, ‘I think sometimes they think they are helping you, but sometimes it can be quite overwhelming’. The other respondent spoke about the constant ‘threat’ that their children might be ‘taken’. This is a potent reminder of the importance of ensuring that every effort is made to ensure carers and their children are given time, space and help to understand the support they are being given and why – especially when the stakes are so high for service users.

Summary findings – Child Protection

Eligibility and response rate

The pool of potential interviews for families supported by a Child Protection Plan for this year's survey included just one potential participant. This young person and their parent were asked to complete both the Child Protection and Child in Care survey, as the young person has transitioned between these two teams.

The parent did not feel that they had time to complete the Child Protection survey and to support their child to complete the Child in Care survey. Because of this, they opted to complete only the Child in Care survey, meaning that no responses to the Child Protection survey were received in 2025.

Summary findings – Early Help

Eligibility and response rate

Parents and carers were asked to complete this survey on behalf of their families. The information was provided for eight potential interviewees, representing 14 unique children.

Four interviews were completed, representing six unique children. One carer refused participation in the annual survey, as they did not feel that they had the time. Coram Voice callers were unable to contact three families whose details were provided.

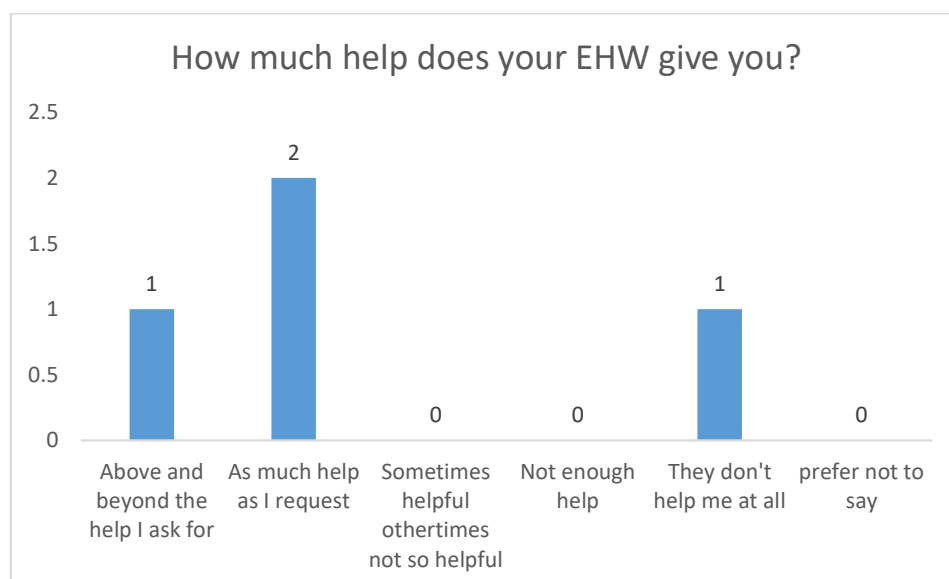
Responses given here represent the experiences of children aged from 5 – 15 years old, and included children with a diagnosed disability.

The Early Help Service and Early Help workers

The feedback given about the Early Help service in 2025 was more mixed, compared to previous years when it was broadly very positive.

Three respondents felt that the Early Help service was either ‘somewhat’ (1) or ‘fully’ (2) explained to them when they were first contacted. Three respondents remember the Early Help service talking to them and their child/ren about their views and feelings. One respondent was unsure whether this had happened. One respondent added that the Early Help service had sought the views of their child/ren, but not the views of their carer: ‘I had to explain to them what the problems were because they didn’t know [my child]’.

When asked about how much help the participants received from their Early Help Worker, there was again a mix of feelings, with the majority of respondents feeling positively about the amount of help they are given:



One respondent spoke very positively about their Early Help Worker, saying, '[they're] really amazing, [they were] really really helpful'. By contrast, one respondent felt that 'they could do a bit better'. Three respondents described it being 'very easy' to contact their Early Help Worker, where one described it as 'very difficult'.

When respondents were asked to share more detail about whether they feel the Early Help Service has made a difference to their child's life, the feedback was generally very positive. Even where carers initially said that they did not see much of a difference, they were able to name support which had been implemented:

- 'Yes, now the issues my [child] had, I can say he is doing much better'.
- 'It made a huge difference. As an example, my [child] was having a very hard time in school... it has been a massive help'. The respondent gave examples of educational support which has been implemented, alongside signposting to social groups, which has made a big difference in their child's life.
- 'Not much of a difference really, but more of a difference in my life than my child's. Initially they came to me because of [issue], but they helped me with other things about the relationship and getting support'.

When asked what further support they would have wanted, two respondents felt that they had received all the support they wanted already ('no'; 'at the moment there isn't anything else they can do as everything I have asked they have done or tried to do'). The other respondents gave a range of suggestions about additional support they would like to see:

- One respondent said that they would have like their child to be assessed due to their behaviour issues;
- One respondent wanted more support with 'housing' as they wanted separate rooms for their growing children.

When asked what the City of London could do differently, the following suggestions were made:

- One respondent suggested 'more events for children with additional needs';
- One respondent suggested 'help for parents on universal credit, it's not really known what sources and resources they have, they don't really make it aware. I only heard through Early Help things like I can go shopping in the Barbican for £4 and things like that. They should publicise support more'.

One respondent added, 'I don't have any suggestions. Work that they do is really good and is working so far for our family'.

Two respondents knew how to make a complaint if they needed to; one did not know; and one was unsure.

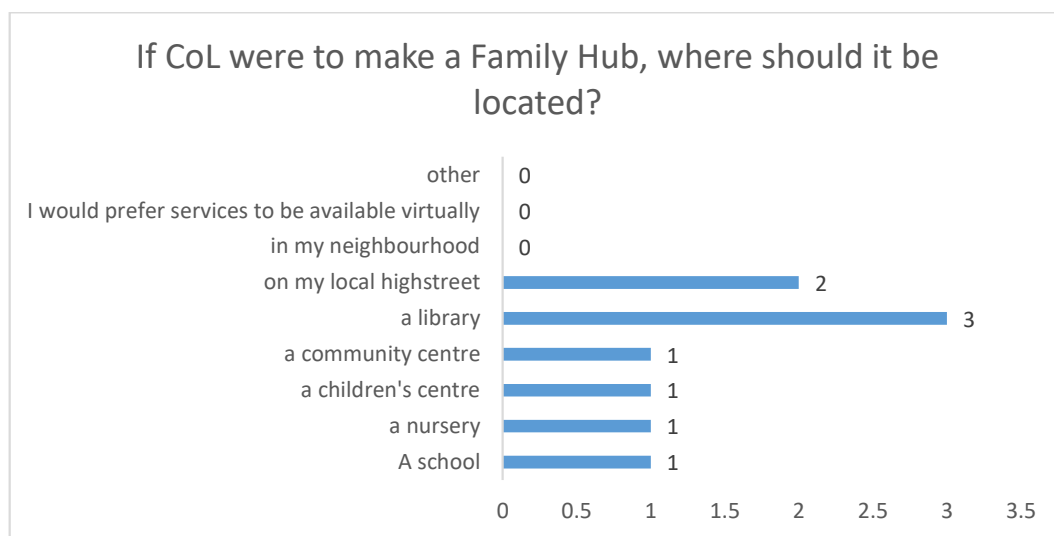
When asked whether they believed that the City of London and Children's Social Care understand the impact of racism and discrimination, three respondents felt positively about

this, sharing 'very much so' (2), or 'somewhat so' (1) as responses. One respondent was not sure about this.

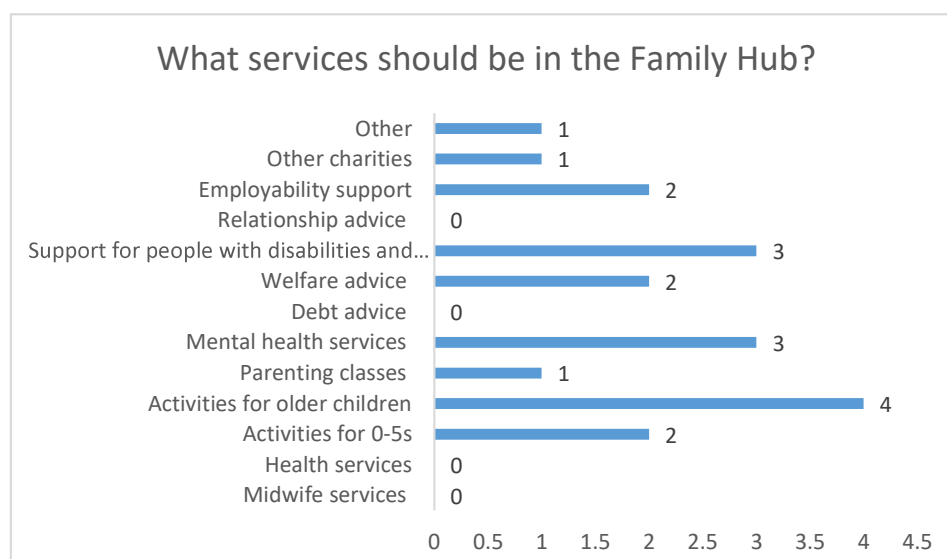
Family Hubs

One respondent had heard of the Family Hub model before. The other respondents were unsure (1) or did not know at all (2).

When the concept was fully explained, the respondents made suggestions about where the Hub could be located, with the most popular options being inside a library (3) or on a local high street (2).



When asked about what services respondents would like to see in a Family Hub, all participants agreed that 'activities for older children' (4) would be desirable, followed by 'mental health services' (3) and 'support for people with disabilities and long-term health conditions' (3).



Feedback

Two respondents had given feedback to the City of London before, and were different in their opinions about whether or not this had been acted on. One respondent felt that it had 'very much' been acted on, where the other respondent felt that it 'was not acted upon'.

Responses to the Early Help survey indicate fairly polarised opinions between different respondents about their experiences. Generally, feedback received about the Early Help service was positive, with families citing concrete examples of support they have received from the service, and the difference it has made in their child or children's lives.

Involvement of Care-Experienced Consultants in the Design of the 2025 Surveys

Coram Voice worked with a group of Care-Experienced Consultants (CECs) to redevelop the survey experience and questions in 2025. The group of CECs are paid for their time and expertise, and consult with Coram Voice on a range of issues to ensure that the voices of young people with experience of the care system are amplified in the work that we do.

The group primarily focused on the design of the Care Leaver survey, but also offered advice on the way in which the surveys should be carried out and how to improve the experience of those being surveyed.

A record of suggested changes and alterations to survey questions has been shared in full with Laura Demetriades, Head of Safeguarding and Quality Assurance. Key suggested changes are included below:

- The group felt that there needed to be a stronger emphasis on allowing survey respondents to direct their own responses, avoiding lists of options which may be restrictive. Considerations were given to the accessibility of this approach, particularly for respondents learning English as an additional language, given the relatively high proportion of Unaccompanied Asylum Seeking Children in the City of London care population.

Action taken: The design of the survey was altered to ensure that all survey questions were answerable via free text box. Coram Voice callers were briefed on the importance of supporting respondents to voice their experiences in words which reflect their unique experiences. Interviewers were provided with scaffolded lists of options to be used as prompted when respondents needed these. Coram Voice callers worked in a person-led way to dynamically assess what the respondent wanted and felt comfortable with as the call progressed.

- The group felt that many of the surveys were too long; in particular, the Care Leaver survey.

Action taken: Respondents were offered a range of different ways to participate in the survey in 2025. Where respondents across all survey cohorts said that they did not want to participate in the survey, they were offered the option to tell the interviewer 'Just One Thing' which they wanted Children's Services to know about their experience. However, no respondents chose to complete this single-question survey in 2025. Respondents were also given the option to complete the survey independently online to best fit in with their own schedules.

Care Leavers were given the option to complete the full Care Leaver survey, or a shortened version of the survey which contains only 14 questions. The selection of questions included in the shortened survey was informed by the CECs. There was good uptake of this option in 2025, with just over half of responding Care Leavers electing to complete the shorter survey.

- The group felt that more context needed to be given around why certain demography questions were being asked. The group of CECs shared the exhaustion and otherwise negative impact that they felt in being asked repeatedly to share information with professionals about their personal characteristics.
Action taken: All Coram Voice callers were provided with a clear scaffold for their introductory conversation with potential respondents, including space to explicitly ask about their communication needs, pronouns and preferred name. Further detail was added to explain why Coram Voice callers were asking questions about particularly personal data, e.g. around disability.
- The group felt strongly that the survey should be carried out by interviewers with care experience.
Action taken: Although this was explored in 2025, logistical issues around safeguarding and confidentiality within the survey meant that this was not possible. This should be explored again in future iterations of the survey.

Recommendations for Future Surveys

As in the 2024 survey, all participants were asked for feedback on changes they would like to see to the survey or the way that it is completed. The vast majority of respondents did not have any feedback that they wanted to share, and shared comments such as 'not sure how they can make it better'; 'you have covered a lot'; 'I have no idea how it could be better'; 'no suggestions', 'no, I am happy'.

Several participants were positive about the opportunity to share feedback about Children's Services via an independent route.

One Care Leaver shared that they felt the survey would be better with 'no difficult questions', which may well be indicative of the challenging nature of some of the topics covered. Following the 2024 survey, Coram Voice callers were equipped with a comprehensive bank of signposting options to offer children, young people and their families ongoing support following the survey. Coram Voice callers also made a proactive offer to all participants who shared that they wanted something different from their Social Worker, for Coram Voice to share this directly with the City of London to support in securing the requested change. No respondents took this offer up, and some expressed concerns that this might impact their anonymity.

One Care Leaver said that the 'survey is useful, but it needs to be done quicker'. This young person completed the Short Care Leaver Survey, which offered a streamlined survey of 15 questions. The Short Care Leaver Survey was created this year in response to feedback received in 2024 from Care Leavers who told us that the Full Care Leaver Survey was too long an undertaking. For any children, young people and families who said that they would not have time to complete any survey, Coram Voice callers asked whether they could share 'just one thing' which they would like to feedback to Children's Services. No one chose to respond to this question. Coram Voice suggests continuing to provide a range of different options to potential participants to try to encourage participation from as many people as possible and to honour both those with an appetite for a longer conversation, and those who only have a short amount of time to offer.

One young person said that they would prefer to do the survey 'face to face to help communication and to understand who they are speaking to'. The possibility of a face to face meeting in the style of a focus group was explored in 2025, but there are various complexities around this e.g. in ensuring equitability of access for all participants and maintaining anonymity.

As in 2024, Coram Voice callers also offered suggestions from their experience of delivering the survey. It was noted that participants were sometimes confused by the different terminology used e.g. Key Worker, Personal Advisor, Social Worker. It is important that callers spend time providing context to and examples of the different terms and roles described. It was particularly helpful to be able to concretely name individuals within City of London services e.g. when speaking about the Virtual School and Independent Reviewing Officer.

Overall, in 2025 it has worked well to offer a broad range of different options for ways to complete the survey, including a self-directed option (although take-up for this option was very low, with only one young person completing this). Although the calling period was much shorter in 2025 – just 4 weeks, compared to 10 weeks in 2024 – the engagement rate was slightly higher this year. A more concentrated calling period helped to avoid ‘survey fatigue’ for children, young people and families being contacted, while the broad range of options for engagement supported Coram Voice to capture the feedback and views of a broad pool of respondents.

Appendix 1 – Introduction to surveys

Intro

Hello, my name is _____. I am calling you from a children's charity called Coram Voice. I'm getting in touch to ask you if you would like to take part in City of London's annual survey for children, young people and their families who have used Children's Services in their local area.

Hopefully you have received an email from your Social Worker already to let you know that I would be calling. You may have already participated in surveys in previous years.

Anonymity

This survey is a chance for you to share your feedback and give your views on the services that you received. We are interested in hearing all feedback – good or bad. If you choose to complete the survey, everything you say will stay completely anonymous. No one except for me and the Survey Lead will know who gave what answers.

All of the feedback which is given by anyone who completes this survey will be sent to the City of London. They will use this feedback to make their services are high quality and helpful for the people who use them. By sharing your feedback in this survey, you will be helping to improve Children's Services, and make them better for others in the future. The City of London will tell you what they have done about the feedback they received.

Other info

- The survey normally takes between [insert] minutes, but this depends on how long your answers are.
- If you do choose to complete the survey, you will be sent a £10 voucher to thank you for your time.
- Are you happy to participate in the survey?
- Do you have any questions for me before we begin?

Information gathering for the call

- What would you like me to call you while we're on the phone today?
- What pronouns would you like me to use for you?
- Are you in a place where you feel able to speak openly about your experiences?
- *Where a communication need has been listed for this person on your spreadsheet:* your Social Worker has already made me aware of [communication need]. Is there anything else that you would like me to know to make sure that you're comfortable speaking on the phone to me today?

Sensitivity and support

Some of the topics that are asked about in the survey might be sensitive. Throughout this survey, you can always tell me if you do not want to answer a particular question. You do not need to share anything which you do not feel comfortable with. You can ask for a break at any time.

If you feel like you want more support with anything that we speak about today, I can let you know about other organisations which will be able to help. You can also request children's advocacy from Coram Voice. If you would like me to, I can also share specific requests for support with your Social Worker. I will not do this unless you want me to.

The only time when I would need to share more information is if we believed that your life or someone else's life was in danger; if you told us that you were seriously hurting another person or knew that someone else was being seriously hurt.

Appendix 2 – Care Leaver Survey (full)

Demography Questions

1. Where do you live?

- ☐ In the City of London area; Golden Lane, Barbican, Portsoken etc
- ☐ Outside the City of London area
- ☐ I do not currently have a fixed address
- ☐ Prefer not to say/ not sure

2. Tell us about you.

You

How old are you?

What is your
gender identity?

How do you
describe your
ethnicity?

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you have a disability or life-long health condition?

- ☐ Yes
- ☐ No
- ☐ I'm not sure
- ☐ Prefer not to say

Comment:

Your home

4. What kind of home do you live in?

- ☐ I live in a Staying Put Arrangement with my foster carers
- ☐ I live in a semi-independent home with key work support
- ☐ I live in my own home with outreach support
- ☐ I live in my own home with no outreach support
- ☐ I live with a relative who is not my parent
- ☐ I live with my own parent(s)
- ☐ I live in a Secure setting
- ☐ Prefer not to say

5. Are you happy with where you are living and the home you are living in?

- ☐ Yes to location and yes to type of home I am living in
- ☐ Yes to location and no to type of home I am living in
- ☐ No to location and yes to type of home I am living in
- ☐ No to location and no to type of home I am living in
- ☐ Other (please specify):

6. Have you received your Setting Up Home Allowance?

Please note: this is only provided when a young person moves into their permanent accommodation, so you may not have received this yet.

- ☐ Yes, I have received the full amount
- ☐ I have received some of this allowance
- ☐ No, I have not received any of this allowance
- ☐ I do not know what the Setting Up Home Allowance is
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

7. Do you get the support you need to care for and look after your home?

Your Social Worker

8. Do you have a named Social Worker?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

9. Have mostly you had the same Social Worker, or has your Social Worker changed? (Select all statements that are true for you)

- ☐ My Social Worker has changed in the past year
- ☐ My Social Worker has never changed
- ☐ My Social Worker has changed, but more than a year ago
- ☐ My Social Worker has changed, but more than three years ago
- ☐ I have had a few different Social Workers, but they do not change often
- ☐ My Social Worker has changed too many times during my time in care

Comment:

10. How often do you see your Social Worker?

- ☐ Too often
- ☐ As often as I need

- ☐ Not as often as I would like
- ☐ I don't see my Social Worker
- ☐ Prefer not to say
- ☐ Other (please specify):

11. How easy is it for you to get in touch with your Social Worker when you need to?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Prefer not to say

Comment:

12. Do you get all of the help that you need and want from your Social Worker?

13. How do you normally feel after speaking to your Social Worker?

- ☐ I feel safer
- ☐ I feel reassured
- ☐ I feel cared about
- ☐ I feel like I understand what they have said
- ☐ I feel scared
- ☐ I feel unsafe

- ☐ I feel confused
- ☐ I do not understand what they have said
- ☐ I feel worried
- ☐ I feel neutral
- ☐ Other (please specify):

14. Does your Social Worker ask you for your views about what you want? Do you feel that your views and wishes are included when plans are made?

- ☐ Always listens and takes on board your suggestions
- ☐ Sometimes listens and takes on board your suggestions
- ☐ Neither listens not doesn't listen
- ☐ Often doesn't listen and take on board suggestions
- ☐ Never listens and takes on board suggestions
- ☐ Prefer not to say
- ☐ Other (please specify):

15. Can you give us an example of something that changed due to your views, or when you were disappointed by a decision?

16. Do you understand why you came into the care of the City of London?

- ☐ Yes, completely
- ☐ Yes, a little bit
- ☐ Not really
- ☐ No, I don't know
- ☐ Prefer not to say
- ☐ Other (please specify):

Your Rights and Entitlements

As a Care Leaver, there are different things which Children's Services should give you or do for you. Many of these are written into English law. We call these your rights and entitlements.

17. Can you tell us what you think the City of London Care Leaver Local Offer is?

18. How confident would you feel accessing things from the Care Leaver Local Offer?

- ☐ Very confident
- ☐ Quite confident
- ☐ Neither confident nor unconfident
- ☐ Not very confident
- ☐ I would not know how to do this
- ☐ I could not do this myself, but I would know who to ask for help
- ☐ Prefer not to say
- ☐ Other (please specify):

19. Do you know about the rights and entitlements below?

	Yes - I know what this is and have used this before	Yes - I know what this is but I have not used this before	No – I do not know what this is	Not sure – I am not sure what this is
Children in Care Council meetings and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children in Care Council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children in Care Council Whatsapp and email group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes - I know what this is and have used this before	Yes - I know what this is but I have not used this before	No – I do not know what this is	Not sure – I am not sure what this is
City of London's Pledge for Children in Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Independent Visiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

20. Do you know what your Pathway Plan is? Do you know what actions are being taken and by who?

- ☐ Yes – I know what my Pathway Plan is, and I know what actions are being taken
- ☐ Yes – I know what my Pathway Plan is, but I do not know what actions are being taken
- ☐ No – I do not know what my Pathway Plan is
- ☐ Prefer not to say
- ☐ Other (please specify):

21. Were you involved in writing your Pathway Plan?

- ☐ Yes – I was fully involved in making my Pathway Plan
- ☐ Yes – I was partially involved in making my Pathway Plan
- ☐ No – I have seen my Pathway Plan, but was not involved in making the plan
- ☐ No – I do not know what my Pathway Plan is, and I was not involved in making it
- ☐ Prefer not to say
- ☐ Other (please specify):

22. What do you think should be included in the Care Leaver Local Offer?

- ☐ Not sure

☐ Everything that should be included is already there

☐ Other (please specify):

23. Is there any support that you would like which you are not currently getting?

☐ Not sure

☐ I am getting everything that I need already

☐ Other (please specify):

24. Do you know how to make a complaint about Children's Services?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to say

Comment:

Your Education, Training and Employment

25. Are you currently in education, training or employment? (Tick all that apply)

☐ Yes, full-time education at school/college/University

☐ Yes, part-time education at school/college/University

☐ Yes, I am attending tuition

☐ I have enrolled on a course and am waiting for it to start

☐ I am attending vocational/on the job learning such as an apprenticeship/work experience

☐ I am in part time employment

☐ I am in full time employment

☐ I am not in any education, training or tuition

☐ Prefer not to say

☐ Other (please specify):

26. Have you experienced any barriers when trying to get a job, training or education?

27. Are you getting the all help you need with your education and employment? This might include help from your Social Worker, a Key Worker or your education provider.

☐ Yes – I get all the help I need

☐ Yes – I get most of the help I need

☐ I get some of the help I need

☐ No – I do get enough help

☐ No – I don't get any help at all

☐ Other (please specify):

28. Do you have the support you need around finances in relation to your education, employment or training? E.g. Higher Education Bursary, financial support at university, hardship loans etc.

☐ Yes – I get all the help I need

☐ Yes – I get most of the help I need

☐ I get some of the help I need

☐ No – I do get enough help

☐ No – I don't get any help at all

☐ Other (please specify):

29. If you are in education or tuition: what do you think about the education you are getting at the moment?

☐ Very good

- ☐ Good
- ☐ Ok - sometimes good, sometimes not good
- ☐ Not good
- ☐ Very bad
- ☐ Prefer not to say
- ☐ Other (please specify):

30. Do you know how to contact the Virtual School (Debby or Ismail) for extra support with your education?

- ☐ Yes – I have used the virtual school in the past year and I know how to contact them
- ☐ Yes – I have used the virtual school more than 1 year ago, and I know how to contact them
- ☐ Yes - I know what the virtual school is and I know how to contact them, but I have never used them
- ☐ No – I know what the virtual school is but I don't know how to contact them
- ☐ No – I don't know what the virtual school is and I don't know how to contact them
- ☐ I am not sure what the virtual school is
- ☐ Prefer not to say
- ☐ Other (please specify):

Your Health

31. Do you have any worries about your physical or mental health at the moment?

32. Do you know how to access services if you feel unwell physically or mentally? Or do you have people who could help you to do this?

- ☐ Yes – I know how to do this and feel confident to do it alone

- ☐ Yes – I have carers/ Key Workers/ Social Worker who could help me with this
- ☐ No – I do not know how to get help if I feel unwell
- ☐ Other (please specify):
-

33. Are you registered with a GP?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):
-

34. Are you registered with a dentist?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):
-

35. Are there areas to do with your health which you feel you need more support with?
Note for callers: You may want to offer the following prompts - healthy eating; exercise; physical health; sexual health and relationships; drugs, alcohol or smoking; personal hygiene; isolation and loneliness; emotional wellbeing; mental health

Your Wellbeing, Safety, Belonging

36. Does anything make you feel unsafe at the moment?

37. What could City of London do to make you feel safer?

38. If you were being harmed or bullied, do you have someone who you could tell?

39. Have you experienced racism?

If yes: did you get the help you needed after experiencing racism?

40. Do you feel that Children’s Social Care understand the impact of racism and discrimination and take action to tackle this?

- ☐ Yes, very much so
- ☐ Yes, somewhat so
- ☐ Neither yes nor no
- ☐ No, not particularly
- ☐ No, not at all
- ☐ Not sure
- ☐ Prefer not to say

☐ Other (please specify):

41. Have you experienced any stigma as a Care Leaver?

If yes: did you get the help you needed after experiencing racism?

42. Are you able to speak to and spend time with the people who are important to you?

	Yes	No	I do not want to spend time with this person
Parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family members - siblings, aunts, uncles, cousins etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner/ ex partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Former foster carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charity worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

43. Do you have people in your life who celebrate your successes and achievements with you?

☐ Yes, very much so

☐ Yes, a bit

☐ Sometimes yes, sometimes no

☐ Not really

☐ Not at all

☐ Prefer not to say

☐ Other (please specify):

Your Future

44. Do you have aspirations or dreams for the future? Please share these with us if you feel comfortable to do so.

45. Do you have worries about the future? Please share these with us if you feel comfortable to do so.

Callers may want to use the following prompts: money; employment; finding work experience; coping with living independently; life skills e.g. setting up bank accounts, managing payment of bills; finding somewhere to live

46. What more could the City of London be doing to help you prepare for the future?

☐ I am getting all of the support I need

☐ I want more support

☐ I am not getting any support, but I do not want any support

☐ Prefer not to say

☐ Not sure

☐ Other (please specify):

47. Is there anything else that you would like Children's Services or the City of London to do differently?

48. What is the best thing about being a Care Leaver?

49. What is the worst thing about being a Care Leaver?

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people

- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

50. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

51. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon
- ☐ I am not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

52. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

Appendix 3 – Care Leaver Survey (short)

Demography Questions

1. Where do you live?

- ☐ In the City of London area; Golden Lane, Barbican, Portsoken etc
- ☐ Outside the City of London area
- ☐ I do not currently have a fixed address
- ☐ Prefer not to say/ not sure

2. Tell us about you.

You

How old are you?

What is your
gender identity?

How do you
describe your
ethnicity?

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you have a disability or life-long health condition?

- ☐ Yes
- ☐ No
- ☐ I'm not sure
- ☐ Prefer not to say

Comment:

Core Questions

4. Are you happy with where you are living and the home you are living in?

- ☐ Yes to location and yes to type of home I am living in
- ☐ Yes to location and no to type of home I am living in
- ☐ No to location and yes to type of home I am living in
- ☐ No to location and no to type of home I am living in
- ☐ Other (please specify):

5. Do you get all of the help that you need and want from your Social Worker?

6. Do you know what your Pathway Plan is? Do you know what actions are being taken and by who?

- ☐ Yes – I know what my Pathway Plan is, and I know what actions are being taken
- ☐ Yes – I know what my Pathway Plan is, but I do not know what actions are being taken
- ☐ No – I do not know what my Pathway Plan is
- ☐ Prefer not to say
- ☐ Other (please specify):

7. Is there any support that you would like which you are not currently getting?

- ☐ Not sure
- ☐ I am getting everything that I need already
- ☐ Other (please specify):

8. Have you experienced any barriers when trying to get a job, training or education?

9. Do you know how to access services if you feel unwell physically or mentally? Or do you have people who could help you to do this?

- ☐ Yes – I know how to do this and feel confident to do it alone
- ☐ Yes – I have carers/ Key Workers/ Social Worker who could help me with this
- ☐ No – I do not know how to get help if I feel unwell
- ☐ Other (please specify):

10. Do you feel safe in your life at the moment? Is there anything which City of London could do to make you feel safer?

11. Do you have aspirations or dreams for the future? What could City of London do to help you achieve them?

12. Do you have people in your life who you feel care about you?

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people
- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

13. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

14. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon
- ☐ I am not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

15. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

Appendix 4 – Children in Care Survey

Demography Questions

1. Where do you live?

- ☐ In the City of London area; Golden Lane, Barbican, Portsoken etc
- ☐ Outside the City of London area
- ☐ I do not currently have a fixed address
- ☐ Prefer not to say/ not sure

2. Tell us about you.

You

How old are you?

What is your
gender identity?

How do you
describe your
ethnicity?

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you have a disability or life-long health condition?

- ☐ Yes
- ☐ No
- ☐ I'm not sure
- ☐ Prefer not to say

Comment:

Your home

4. What kind of home do you live in?

- ☐ I live in a foster home
- ☐ I live in a semi-independent home with key work support
- ☐ I live in a Residential Children's Home
- ☐ I live in a Residential School
- ☐ I live in my own home with outreach support
- ☐ I live with a relative who is not my parent
- ☐ I live with my own parent(s)
- ☐ I live in a Secure setting
- ☐ Prefer not to say

5. Are you happy with where you are living and the home you are living in?

- ☐ Yes to location and yes to type of home I am living in
- ☐ Yes to location and no to type of home I am living in
- ☐ No to location and yes to type of home I am living in
- ☐ No to location and no to type of home I am living in
- ☐ Other (please specify):

6. Do you get the support you need and want where you are living? E.g. from your Social Worker, your parents, your foster carer, your Key Worker, residential staff?

Your Social Worker

7. Have mostly you had the same Social Worker, or has your Social Worker changed? (Select all statements that are true for you)

- ☐ My Social Worker has changed in the past year
- ☐ My Social Worker has never changed
- ☐ My Social Worker has changed, but more than a year ago
- ☐ My Social Worker has changed, but more than three years ago
- ☐ I have had a few different Social Workers, but they do not change often
- ☐ My Social Worker has changed too many times during my time in care

Comment:

8. How easy is it for you to get in touch with your Social Worker when you need to?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult

☐ Prefer not to say

Comment:

9. Do you get all of the help that you need and want from your Social Worker?

10. Does your Social Worker talk to you on your own?

☐ Always

☐ Usually

☐ Sometimes

☐ Rarely

☐ Never

☐ Prefer not to say

☐ Other (please specify):

11. How do you normally feel after speaking to your Social Worker?

☐ I feel safer

☐ I feel reassured

☐ I feel cared about

☐ I feel like I understand what they have said

☐ I feel scared

☐ I feel unsafe

- ☐ I feel confused
- ☐ I do not understand what they have said
- ☐ I feel worried
- ☐ I feel neutral
- ☐ Other (please specify):

12. Does your Social Worker ask you for your views about what you want? Do you feel that your views and wishes are included when plans are made?

- ☐ Always listens and takes on board your suggestions
- ☐ Sometimes listens and takes on board your suggestions
- ☐ Neither listens not doesn't listen
- ☐ Often doesn't listen and take on board suggestions
- ☐ Never listens and takes on board suggestions
- ☐ Prefer not to say
- ☐ Other (please specify):

13. Can you give us an example of something that changed due to your views, or when you were disappointed by a decision?

14. Do you understand why you came into the care of the City of London?

- ☐ Yes, completely
- ☐ Yes, a little bit
- ☐ Not really
- ☐ No, I don't know
- ☐ Prefer not to say

☐ Other (please specify):

Your Rights and Entitlements

As a Child in Care, there are different things which Children's Services should give you or do for you. Many of these are written into English law. We call these your rights and entitlements.

15. Do you understand what your rights and entitlements are as a Child in Care?

☐ Yes – I understand this fully

☐ Yes – I understand this mostly

☐ No – I only understand a little bit

☐ No – I do not understand at all

☐ Prefer not to say

☐ Other (please specify):

16. Do you know about the rights and entitlements below?

	Yes - I know what this is and have used this before	Yes - I know what this is but I have not used this before	No – I do not know what this is	Not sure – I am not sure what this is
Children in Care Council meetings and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children in Care Council website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children in Care Council Whatsapp and email group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City of London's Pledge for Children in Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes - I know what this is and have used this before	Yes - I know what this is but I have not used this before	No – I do not know what this is	Not sure – I am not sure what this is
Independent Visiting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

17. Do you know what your Care Plan is? Do you know what actions are being taken and by who?

- ☐ Yes – I know what my Care Plan is, and I know what actions are being taken
- ☐ Yes – I know what my Care Plan is, but I do not know what actions are being taken
- ☐ No – I do not know what my Care Plan is
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

18. Were you involved in writing your Care Plan?

- ☐ Yes – I was fully involved in making my Care Plan
- ☐ Yes – I was partially involved in making my Care Plan
- ☐ No – I have seen my Care Plan, but was not involved in making the plan
- ☐ No – I do not know what my Care Plan is
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

19. Is there any support that you would like which you are not currently getting?

- ☐ Not sure
- ☐ I am getting everything that I need already
- ☐ Other (please specify):

20. Do you know how to make a complaint about Children's Services?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Comment:

21. Do you know how to contact your Independent Reviewing Officer (Ria Lane)?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ I do not know what an IRO is
- ☐ Prefer not to say
- ☐ Other (please specify):

22. Does your Independent Reviewing Officer (Ria Lane) help you to get the care and services you need?

- ☐ Yes, very well
- ☐ Yes, well
- ☐ Not really

- ☐ No, not very well
- ☐ No, not at all
- ☐ I don't know what an IRO is
- ☐ Prefer not to say
- ☐ Other (please specify):

23. If yes: can you give us an example of how your IRO has helped you?

Your Education, Training and Employment

24. Are you currently in education, training or employment? (Tick all that apply)

- ☐ Yes, full-time education at school/college/University
- ☐ Yes, part-time education at school/college/University
- ☐ Yes, I am attending tuition
- ☐ I have enrolled on a course and am waiting for it to start
- ☐ I am attending vocational/on the job learning such as an apprenticeship/work experience
- ☐ I am in part time employment
- ☐ I am not in any education, training or tuition
- ☐ Prefer not to say
- ☐ Other (please specify):

25. Have you experienced any barriers when trying to get a job, training or education?

26. Are you getting the all help you need with your education and employment? This might include help from your Social Worker, a Key Worker or your education provider.

- ☐ Yes – I get all the help I need
- ☐ Yes – I get most of the help I need
- ☐ I get some of the help I need
- ☐ No – I do get enough help
- ☐ No – I don't get any help at all
- ☐ Other (please specify):

27. If you are in education or tuition: what do you think about the education you are getting at the moment?

- ☐ Very good
- ☐ Good
- ☐ Ok - sometimes good, sometimes not good
- ☐ Not good
- ☐ Very bad
- ☐ Prefer not to say
- ☐ Other (please specify):

28. Do you know how to contact the Virtual School (Debby or Ismail) for extra support with your education?

- ☐ Yes – I have used the virtual school in the past year and I know how to contact them

- ☐ Yes – I have used the virtual school more than 1 year ago, and I know how to contact them
- ☐ Yes – I know what the virtual school is and I know how to contact them
- ☐ No – I know what the virtual school is but I don't know how to contact them
- ☐ No – I don't know what the virtual school is and I don't know how to contact them
- ☐ I am not sure what the virtual school is
- ☐ Prefer not to say
- ☐ Other (please specify):
-

Your Health

29. Do you have any worries about your physical or mental health at the moment?

30. Do you know how to access services if you feel unwell physically or mentally? Or do you have people who could help you to do this?

- ☐ Yes – I know how to do this and feel confident to do it alone
- ☐ Yes – I have carers/ Key Workers/ Social Worker who could help me with this
- ☐ No – I do not know how to get help if I feel unwell
- ☐ Other (please specify):
-

31. Do you go to your Annual Health Assessment?

- ☐ Yes
- ☐ No
- ☐ Not sure

☐ Prefer not to say

☐ Other (please specify):

32. If yes: how helpful do you find your Annual Health Assessment?

33. Are there areas to do with your health which you feel you need more support with?

Note for callers: You may want to offer the following prompts - healthy eating; exercise; physical health; sexual health and relationships; drugs, alcohol or smoking; personal hygiene; isolation and loneliness; emotional wellbeing; mental health

Your Wellbeing, Safety, Belonging

34. Does anything make you feel unsafe at the moment?

35. What could the adults around you do to make you feel safer?

36. If you were being harmed or bullied, do you have someone who you could tell?

37. Have you experienced racism?

If yes: did you get the help you needed after experiencing racism?

38. Do you feel that the adults around you understand the impact of racism and discrimination and take action to tackle this?

- ☐ Yes, very much so
- ☐ Yes, somewhat so
- ☐ Neither yes nor no
- ☐ No, not particularly
- ☐ No, not at all
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

39. Have you experienced any stigma as a Child in Care?

If yes: did you get the help you needed after experiencing racism?

40. Are you able to speak to and spend time with the people who are important to you?

	Yes	No	I do not want to spend time with this person
Parents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family members - siblings, aunts, uncles, cousins etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner/ ex partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Former foster carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charity worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

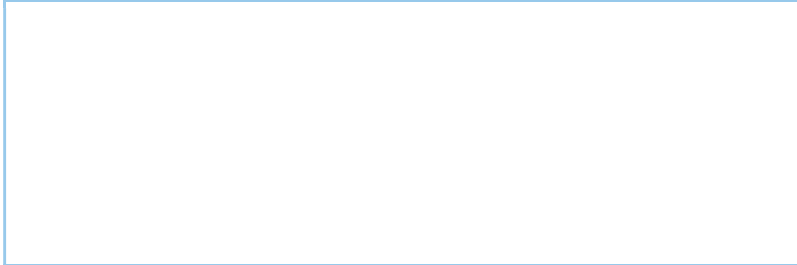
Comment:

41. Do you have people in your life who celebrate your successes and achievements with you?

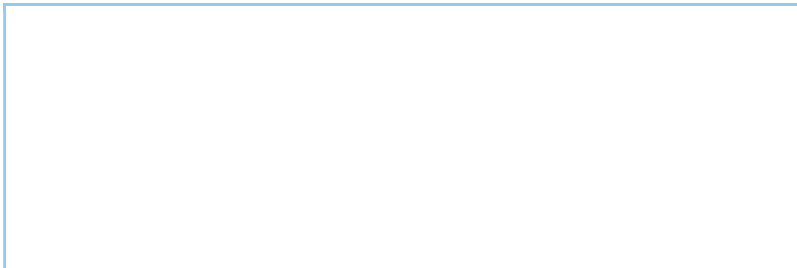
- ☐ Yes, very much so
- ☐ Yes, a bit
- ☐ Sometimes yes, sometimes no
- ☐ Not really
- ☐ Not at all
- ☐ Prefer not to say
- ☐ Other (please specify):

Your Future

42. Do you have aspirations or dreams for the future? Please share these with us if you feel comfortable to do so.

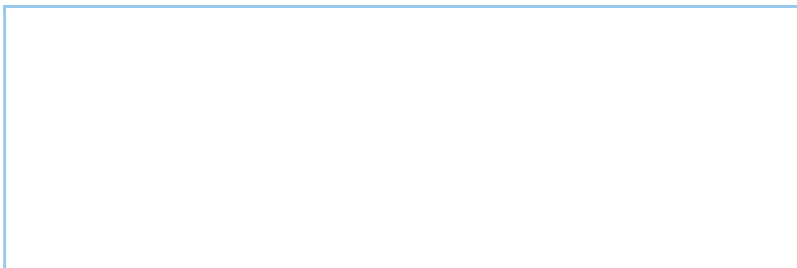


43. Do the adults around you tell you when changes are going to happen in your life, and help you to prepare for these?



44. Do you have worries about the future? Please share these with us if you feel comfortable to do so.

Callers may want to use the following prompts: money; employment; finding work experience; coping with living independently; life skills e.g. setting up bank accounts, managing payment of bills; finding somewhere to live



45. What more could the adults around you be doing to help you prepare for the future?

- ☐ I am getting all of the support I need
- ☐ I do not want more support
- ☐ Prefer not to say
- ☐ Not sure
- ☐ Other (please specify):

46. Is there anything else that you would like Children's Services or the City of London to do differently?

47. What is the best thing about being a Child in Care?

48. What is the worst thing about being a Child in Care?

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people
- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

49. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

50. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon
- ☐ I am not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

51. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

Appendix 5 – Child in Need Survey

Demography Questions

1. Where do you/ your children live?

	You	Your child/ children
In the City of London area; Golden Lane, Barbican, Portsoken etc	<input type="checkbox"/>	<input type="checkbox"/>
Outside the City of London area	<input type="checkbox"/>	<input type="checkbox"/>
I do not currently have a fixed address	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say/ not sure	<input type="checkbox"/>	<input type="checkbox"/>

2. Tell us about you/ your children

	You	Your child/ children
How old are you/ your children?	<input type="text"/>	<input type="text"/>
What is your/ your children's gender identity?	<input type="text"/>	<input type="text"/>
How do you describe your/ your children's ethnicity?	<input type="text"/>	<input type="text"/>

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you or your child have a disability or life-long health condition?

	You	Your child/ children
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
I'm not sure	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

4. If your child does have a disability or long-term health condition, do they access the Short Breaks Service?

- ☐ Yes
- ☐ No
- ☐ It was offered to me but I declined the service
- ☐ I'm not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

Your understanding of the Children's Services and their understanding of you

5. When Children's Services first contacted you/your family, was it fully explained what the service is and how it works?

- ☐ Yes, fully explained
- ☐ Yes, somewhat explained
- ☐ No, somewhat unclear
- ☐ No, very unclear
- ☐ Not sure

☐ Prefer not to say

Comment:

6. Does your child's Social Worker talk to you about your/your child's views and feelings, and the type of support they need?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to say

Comment:

7. Does your child's Social Worker speak directly to your child to get their views and feelings?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to say

Comment:

Your Social Worker

8. How much help does your Social Worker give you?

- ☐ Above and beyond the help I ask for
- ☐ As much help as I request
- ☐ Sometimes helpful other times not so helpful
- ☐ Not enough help
- ☐ They don't help me at all
- ☐ Prefer not to say

Comment:

9. How easy is it for you to get in touch with your Social Worker when you need to?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Prefer not to say

Comment:

10. How do you normally feel after speaking to your Social Worker?

- ☐ I feel safer
- ☐ I feel reassured
- ☐ I feel cared about
- ☐ I feel like I understand what they have said
- ☐ I feel scared
- ☐ I feel unsafe
- ☐ I feel confused
- ☐ I do not understand what they have said
- ☐ I feel worried
- ☐ I feel neutral
- ☐ Other (please specify):

11. Do you feel that your social worker listens to you when making decisions?

Do you feel that your social worker takes your suggestions on board?

- ☐ Always listens and takes on board your suggestions
- ☐ Sometimes listens and takes on board your suggestions
- ☐ Neither listens not doesn't listen
- ☐ Often doesn't listen and take on board suggestions
- ☐ Never listens and takes on board suggestions
- ☐ Prefer not to say
- ☐ Other (please specify):

12. Do you agree or disagree with the following statements?

	I agree	I do not agree	Not sure/ prefer not to say
The Social Worker explained to me why they came to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	I agree	I do not agree	Not sure/ prefer not to say
see me and my family			
The Social Worker asked me about my plans and hopes for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to talk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that what I said was taken seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that the Social Worker understood my family and their needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Social Worker explained to me what would happen next	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Me and my family were treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I knew who my Social Worker was and how to contact them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

Other people who help you and your family

13. Has your social worker involved other professionals, friends and family members who are important in your/your child(ren)'s life?

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Not sure
- ☐ I don't want other people to be involved
- ☐ Prefer not to say
- ☐ Other (please specify):

14. Who is involved in your network? Who might be missing who you would like to be involved?

	Involved already	Missing but I would like them involved	Not required/ I don't want them involved
Family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends/ neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner/ ex partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Probation worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charity worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

Your Child in Need Plan

15. Do you understand the Child in Need Plan in place to help your child(ren)?

- ☐ Yes
- ☐ No
- ☐ Somewhat
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

16. Are you invited to attend or contribute to the Child in Need Review Meetings?

- ☐ Yes, I attend and contribute to the meetings
- ☐ Yes, I attend the meetings but I don't want to contribute
- ☐ I have been invited to attend but I don't want to attend or contribute
- ☐ No, I have never been asked to attend or contribute to the meetings, but I don't want to
- ☐ No, I have never been asked to attend or contribute to the meetings, but I would like to be in the future
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

Your feedback on Children's Services

17. Do you feel that Children's Services has made a difference to your child(ren)'s life? Could you give an example of this?

18. Can you tell us what would have helped you even more?

19. Is there anything else that you would like the Early Help service to do differently?

20. Is there anything else that you would like the City of London to do differently?

21. Do you know how to make a complaint about Children's Services?

- ☐ Yes
- ☐ No
- ☐ Not sure

☐ Prefer not to say

Comment:

22. Do you have any suggestions of how the City of London can help children feel safer?

23. Do you feel that Children's Social Care understand the impact of racism and discrimination and take action to tackle this?

☐ Yes, very much so

☐ Yes, somewhat so

☐ Neither yes nor no

☐ No, not particularly

☐ No, not at all

☐ Not sure

☐ Prefer not to say

☐ Other (please specify):

Your thoughts on Family Hubs

The recent Social Care Review proposed that local authorities create 'Family Hubs'. A Family Hub would be a space in your local community where parents and families can access lots of different kinds of support all in one place.

24. Have you heard of Family Hubs before?

☐ Yes

- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Family Hubs have been built in places like schools, community centres, libraries, or on local high streets.

25. If a Family Hub was created in the City of London, where do you think this should be located?

- ☐ A school
- ☐ A nursery
- ☐ A children's centre
- ☐ A community centre
- ☐ A library
- ☐ On my local highstreet
- ☐ In my neighbourhood
- ☐ I would prefer services to be available virtually
- ☐ Other (please specify):

26. If a Family Hub was created in the City of London, what services would you like to see based in a Family Hub?

- ☐ Midwife services
- ☐ Health services
- ☐ Activities for 0-5s
- ☐ Activities for older children
- ☐ Parenting classes
- ☐ Mental health services
- ☐ Debt advice
- ☐ Welfare advice
- ☐ Support for people with disabilities and long-term health conditions
- ☐ Relationship advice

☐ Employability support

☐ Other charities

☐ Other (please specify):

27. Would you be interested in being part of future discussions about Family Hubs? If so, would you be happy for us to tell the City of London that you would like to do this?

☐ Yes

☐ No

☐ I would like more information about this

☐ Prefer not to say

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people
- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

28. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

29. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon
- ☐ I am not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

30. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

Appendix 6 – Child Protection Survey

Demography Questions

1. Where do you/ your children live?

	You	Your child/ children
In the City of London area; Golden Lane, Barbican, Portsoken etc	<input type="checkbox"/>	<input type="checkbox"/>
Outside the City of London area	<input type="checkbox"/>	<input type="checkbox"/>
I do not currently have a fixed address	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say/ not sure	<input type="checkbox"/>	<input type="checkbox"/>

2. Tell us about you/ your children

	You	Your child/ children
How old are you/ your children?	<input type="text"/>	<input type="text"/>
What is your/ your children's gender identity?	<input type="text"/>	<input type="text"/>
How do you describe your/ your children's ethnicity?	<input type="text"/>	<input type="text"/>

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you or your child have a disability or life-long health condition?

	You	Your child/ children
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
I'm not sure	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

4. If your child does have a disability or long-term health condition, do they access the Short Breaks Service?

- ☐ Yes
- ☐ No
- ☐ It was offered to me but I declined the service
- ☐ I'm not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

Your Social Worker

5. Does your child's Social Worker talk to you about your/your child's views and feelings, and the type of support they need?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Comment:

6. Does your child's Social Worker spend time with your child and find ways to get their views and feelings?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Comment:

7. How much help does your Social Worker give you?

- ☐ Above and beyond the help I ask for
- ☐ As much help as I request
- ☐ Sometimes helpful other times not so helpful
- ☐ Not enough help
- ☐ They don't help me at all
- ☐ Prefer not to say

Comment:

8. How easy is it for you to get in touch with your Social Worker when you need to?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Prefer not to say

Comment:

9. How do you normally feel after speaking to your Social Worker?

- ☐ I feel safer
- ☐ I feel reassured
- ☐ I feel cared about
- ☐ I feel like I understand what they have said
- ☐ I feel scared
- ☐ I feel unsafe
- ☐ I feel confused
- ☐ I do not understand what they have said
- ☐ I feel worried
- ☐ I feel neutral
- ☐ Other (please specify):

**10. Do you feel that your social worker listens to you when making decisions?
Do you feel that your social worker takes your suggestions on board?**

- ☐ Always listens and takes on board your suggestions

☐ Sometimes listens and takes on board your suggestions

☐ Neither listens nor doesn't listen

☐ Often doesn't listen and take on board suggestions

☐ Never listens and takes on board suggestions

☐ Prefer not to say

☐ Other (please specify):

11. Do you agree or disagree with the following statements?

	I agree	I do not agree	Not sure/ prefer not to say
The Social Worker explained to me why they came to see me and my family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Social Worker asked me about my plans and hopes for the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time to talk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that what I said was taken seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt that the Social Worker understood my family and their needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Social Worker explained to me what would happen next	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	I agree	I do not agree	Not sure/ prefer not to say
Me and my family were treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I knew who my Social Worker was and how to contact them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

Other people who help you and your family

12. Has your social worker involved other professionals, friends and family members who can support you and your child(ren) in the Child Protection Plan?

- ☐ Yes
- ☐ No
- ☐ Sometimes
- ☐ Not sure
- ☐ I don't want other people to be involved
- ☐ Prefer not to say
- ☐ Other (please specify):

13. Who is involved in supporting you with the Child Protection Plan? Who might be missing who you would like to be involved?

	Involved already	Missing but I would like them involved	Not required/ I don't want them involved
Family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Involved already	Missing but I would like them involved	Not required/ I don't want them involved
Friends/ neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Partner/ ex partner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Probation worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Key worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charity worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advocate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

Your Child Protection Plan

14. Do you understand the Child Protection Plan in place to help your child(ren)?

- ☐ Yes
- ☐ No
- ☐ Somewhat
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

15. Are you invited to attend or contribute to Child Protection Core Group Meetings?

- ☐ Yes, I attend and contribute to the meetings
- ☐ Yes, I attend the meetings but I don't want to contribute
- ☐ I have been invited to attend but I don't want to attend or contribute
- ☐ No, I have never been asked to attend or contribute to the meetings, but I don't want to
- ☐ No, I have never been asked to attend or contribute to the meetings, but I would like to be in the future
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

16. Are you invited to attend or contribute to Child Protection Conferences?

- ☐ Yes, I attend and contribute to the Conferences
- ☐ Yes, I attend the meetings but I don't want to contribute
- ☐ I have been invited to attend but I don't want to attend or contribute
- ☐ No, I have never been asked to attend or contribute to the meetings, but I don't want to
- ☐ No, I have never been asked to attend or contribute to the meetings, but I would like to be in the future
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

17. Does the Chair of the Child Protection Conferences...

	Yes	Somewhat	No	Not sure	Prefer not to say
Explain the purpose of the meeting/ conference?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	Somewhat	No	Not sure	Prefer not to say
Make you feel like you can contribute in meetings/conferences?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make sure your children's views are heard?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

Your feedback on Children's Services

18. Do you feel that Children's Services has made a difference to your child(ren)'s life? Could you give an example of this?

19. Can you tell us what would have helped you even more?

20. Is there anything else that you would like Children's Services to do differently?

21. Is there anything else that you would like the City of London to do differently?

22. Do you know how to make a complaint about Children's Services?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Comment:

23. Do you have any suggestions of how the City of London can help children to feel safer?

24. Do you feel that Children's Social Care understand the impact of racism and discrimination and take action to tackle this?

- ☐ Yes, very much so
- ☐ Yes, somewhat so
- ☐ Neither yes nor no
- ☐ No, not particularly
- ☐ No, not at all
- ☐ Not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

Your thoughts on Family Hubs

The recent Social Care Review proposed that local authorities create 'Family Hubs'. A Family Hub would be a space in your local community where parents and families can access lots of different kinds of support all in one place.

25. Have you heard of Family Hubs before?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Family Hubs have been built in places like schools, community centres, libraries, or on local high streets.

26. If a Family Hub was created in the City of London, where do you think this should be located?

- ☐ A school
- ☐ A nursery
- ☐ A children's centre
- ☐ A community centre
- ☐ A library

- ☐ On my local highstreet
- ☐ In my neighbourhood
- ☐ I would prefer services to be available virtually
- ☐ Other (please specify):

27. If a Family Hub was created in the City of London, what services would you like to see based in a Family Hub?

- ☐ Midwife services
- ☐ Health services
- ☐ Activities for 0-5s
- ☐ Activities for older children
- ☐ Parenting classes
- ☐ Mental health services
- ☐ Debt advice
- ☐ Welfare advice
- ☐ Support for people with disabilities and long-term health conditions
- ☐ Relationship advice
- ☐ Employability support
- ☐ Other charities
- ☐ Other (please specify):

28. Would you be interested in being part of future discussions about Family Hubs? If so, would you be happy for us to tell the City of London that you would like to do this?

- ☐ Yes
- ☐ No
- ☐ I would like more information about this
- ☐ Prefer not to say

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people
- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

29. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

30. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon

☐ I am not sure

☐ Prefer not to say

☐ Other (please specify):

31. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

Appendix 7 – Early Help Survey

Demography Questions

1. Where do you/ your children live?

	You	Your child/ children
In the City of London area; Golden Lane, Barbican, Portsoken etc	<input type="checkbox"/>	<input type="checkbox"/>
Outside the City of London area	<input type="checkbox"/>	<input type="checkbox"/>
I do not currently have a fixed address	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say/ not sure	<input type="checkbox"/>	<input type="checkbox"/>

2. Tell us about you/ your children

	You	Your child/ children
How old are you/ your children?	<input type="text"/>	<input type="text"/>
What is your/ your children's gender identity?	<input type="text"/>	<input type="text"/>
How do you describe your/ your children's ethnicity?	<input type="text"/>	<input type="text"/>

Everyone should have equal access to opportunities in their lives. The City of London want to make sure that people with disabilities have equal access to their services.

Coram Voice will use the answers to this survey to let the City of London know if people with disabilities have a better or worse experience with Children's Services than people who do not have a disability.

Because of this, we are asking everyone who completes this survey to share whether they have a disability or life-long health condition, if they feel comfortable doing this.

3. Do you have a disability or life-long health condition?

	You	Your child/ children
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
I'm not sure	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>

Comment:

4. If your child does have a disability or long-term health condition, do they access the Short Breaks Service?

- ☐ Yes
- ☐ No
- ☐ It was offered to me but I declined the service
- ☐ I'm not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

Your understanding of the Early Help service and their understanding of you

5. When Early Help first contacted you/your family, was it fully explained what the service is and how it works?

- ☐ Yes, fully explained
- ☐ Yes, somewhat explained
- ☐ No, somewhat unclear
- ☐ No, very unclear
- ☐ Not sure

☐ Prefer not to say

Comment:

6. Did the Early Help service talk to you about your/your child's views and feelings, and the type of support they need?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to say

Comment:

7. Did the Early Help service speak directly to your child to get their views and feelings?

☐ Yes

☐ No

☐ Not sure

☐ Prefer not to say

Comment:

Your Early Help Worker

8. How much help does your Early Help worker give you?

- ☐ Above and beyond the help I ask for
- ☐ As much help as I request
- ☐ Sometimes helpful other times not so helpful
- ☐ Not enough help
- ☐ They don't help me at all
- ☐ Prefer not to say

Comment:

9. How easy is it for you to get in touch with your Early Help worker when you need to?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ Prefer not to say

Comment:

Your feedback on the Early Help Service

10. Do you feel that the Early Help service has made a difference to your child(ren)'s life? Could you give an example of this?

11. Can you tell us what would have helped you even more?

12. Is there anything else that you would like the Early Help service to do differently?

13. Is there anything else that you would like the City of London to do differently?

14. Do you know how to make a complaint about the Early Help Service?

- ☐ Yes
- ☐ No
- ☐ Not sure

☐ Prefer not to say

Comment:

15. Do you have any suggestions of how the City of London can help children feel safer?

16. Do you feel that Children's Social Care understand the impact of racism and discrimination and take action to tackle this?

☐ Yes, very much so

☐ Yes, somewhat so

☐ Neither yes nor no

☐ No, not particularly

☐ No, not at all

☐ Not sure

☐ Prefer not to say

☐ Other (please specify):

Your thoughts on Family Hubs

The recent Social Care Review proposed that local authorities create 'Family Hubs'. A Family Hub would be a space in your local community where parents and families can access lots of different kinds of support all in one place.

17. Have you heard of Family Hubs before?

☐ Yes

- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

Family Hubs have been built in places like schools, community centres, libraries, or on local high streets.

18. If a Family Hub was created in the City of London, where do you think this should be located?

- ☐ A school
- ☐ A nursery
- ☐ A children's centre
- ☐ A community centre
- ☐ A library
- ☐ On my local highstreet
- ☐ In my neighbourhood
- ☐ I would prefer services to be available virtually
- ☐ Other (please specify):

19. If a Family Hub was created in the City of London, what services would you like to see based in a Family Hub?

- ☐ Midwife services
- ☐ Health services
- ☐ Activities for 0-5s
- ☐ Activities for older children
- ☐ Parenting classes
- ☐ Mental health services
- ☐ Debt advice
- ☐ Welfare advice
- ☐ Support for people with disabilities and long-term health conditions
- ☐ Relationship advice

☐ Employability support

☐ Other charities

☐ Other (please specify):

20. Would you be interested in being part of future discussions about Family Hubs? If so, would you be happy for us to tell the City of London that you would like to do this?

☐ Yes

☐ No

☐ I would like more information about this

☐ Prefer not to say

Final questions

We are now in the final section of our survey. Thank you very much for taking the time to complete this survey with me today - your answers will make a big difference in helping to improve Children's Services in the future.

Signposting

Some of the topics we have spoken about today might have been sensitive and difficult to speak about. Would you be interested in me sharing information with you about other organisations which might be able to help?

Note to caller: some options for signposting are below. If appropriate, tell the person you are speaking to . If you need to look into something more specific, tell the person you are speaking to that you can follow up with more information via text/ email.

A broad range of signposting options and details about how to contact them can be found here: V:\London and South East\ADV\Helpline\Helpline Signposting.doc

- Shelter - issues to do with housing and homelessness
- Trussell Trust - foodbanks across the UK
- Coram Voice - advocacy and Independent Visiting for children/ young people
- New Horizons - centre for homeless 16-25 year olds
- Samaritans - 24 hour phone line for anyone facing difficulty/ mental health crises
- Childline - 24 hour phone line for 18 y/os and under in distress
- The Refugee Council - wide-ranging, holistic welfare support, health services, Age Dispute Project for asylum-seeking young people

21. The City of London run this survey each year. Do you have any suggestions about how we can make this survey better for next year?

22. If you have given feedback to Children's Services before, do you feel that this feedback has been listened to?

- ☐ Yes, very much so
- ☐ Yes somewhat
- ☐ It was partially acted upon
- ☐ No, it was not acted upon
- ☐ I am not sure
- ☐ Prefer not to say
- ☐ Other (please specify):

23. Thank you very much for taking part in the survey today. If you would like a £10 high street shopping voucher can you please let me have your email address and we will arrange to have this sent to you.

