

Annual Survey 2025 Feedback for Participants – You Said, We Did Early Help, Child in Need and Child Protection Services

You Said	We Did/Are Doing	Date	Impact
1 More support with getting assessments for their child(ren)'s behavioural needs	Our Children's Social Care and Early Help Service provide Assessments for all the families that we work with. However, we cannot diagnose specific Special Education Needs, Disabilities, or mental health needs. We support and signpost families to our SEND Local Offer - City of London Family Information Service, and will help them work with the service to get the type of Assessment their child requires for any Special Education Needs. We also support and signpost families to physical and mental health services usually via GP referral. City and Hackney Child and Adolescent Mental Health Service Alliance, City & Hackney East London NHS Foundation Trust We also research and utilise a wide range of community and voluntary services to offer support as appropriate to children and their families depending on their needs.	In Place	Parents and carers are supported to navigate various systems to receive the assessment and services that their child(ren) need. Workers advocate for families they are working with to ensure that any concerns are addressed, where this is not happening workers will support families to escalate their concerns.
2 More support with housing issues.	Workers can support the process of making an application for housing within the City of London, for those who have a local connection to the City of London. Specialist support can also be provided by the Housing Needs Team Housing Register - City of London	In Place	Parents and carers are more aware of the range of services who provide support around housing matters. We recognise that housing is a complex system with variations between council tenancies, social housing providers,

	City of London Housing residents can sign up for regular communications from housing, to keep you in the loop. Housing communications - City of London Workers are able to support you in reporting repairs and complaints in relation to your housing Housing feedback and complaints - City of London People who live, work or study in the City of London can access free advice via City Advice in relation to renting problems such as deposits, repairs, landlord disputes and evictions, and help with housing related benefits, energy, homelessness and more. Housing - Toynbee Hall or 020 7247 6943 Shelter also provide range of housing support services including an emergency helpline, online housing advice, or webchat Get help from Shelter - Shelter England		facility management services, and private landlords. Workers will do their best to help you navigate these services but are not necessarily housing experts so will signpost to specialists who can provide support.	
3	More events for children with additional needs.	Based upon this feedback funding has been secured to deliver Holiday and Food activity programme at the Aldgate school. There are sessions for children of various ages, and they are designed to be inclusive for children with additional needs. These have been a successful additional to our offer, children that have attended have enjoyed the programme and parents and carers have given positive feedback to date. We will look to continue these in the school holiday periods. More information contact Keisha.nurse@cityoflondon.gov.uk	In Place	Children with additional needs and their families are able to access full holiday activity provision without requiring adaptation or additional support. Children with additional needs have the same opportunities as their peers and are included in community provision equally
	The commissioned Youth Service provision is currently under review, part of this is ensuring that the offer is truly universal and accessible to all children in the City taking into account those with additional needs.	March 2026	Children with additional needs are fully considered within the commissioning process and services put in place are	

Children in Care and Care Leavers

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		All children in care are entitled to independent advocacy support from Coram Voice City of London - Coram Voice call 0808 800 5792 or email help@coramvoice.org.uk	In Place	Children in care can be supported by independent advocates to ensure that they are able to access the complaints process and achieve the outcomes they want.
		Complaint and Advocacy Leaflet to be shared with care providers to ensure children know how to make a complaint if needed. Complaints leaflet to be added to the CiCC website	Sep 2025 Sep 2025	Children and their carers will be clear about what the complaints process is, how they can use it if they need to, and support that is available to them to do this.
2	Some children in care were not sure who their IRO was or how to contact them	IRO to review and update their profile as necessary independent-reviewing-officer-profile-rl-jan-2024-.docx Independent Reviewing Officer – Ria Lane, phone: 07718576035, email: ria.lane@cityoflondon.gov.uk Profile to be shared with all current children in care, and ensure it is added to the Welcome to Care pack given to new children coming into care	Sep 2025 Sep 2025	Children and their carers will be clear about who the Independent Reviewing Officer is and how to contact them. Providing clarity on their role and how they can support children in care and hear their wishes and feelings.
3	Some children in care wanted more support with education and were not clear who/what the Virtual School was	Virtual School to create/update a child friendly profile to what they are, who they are, and how to contact them for support. Head of the Virtual School – Debby Rigby, phone: 07941072737, email: Debby.rigby@cityoflondon.gov.uk Deputy Head of the Virtual School – Ismail Ibrahim, phone: 07944363788, email: Ismail.Ibrahim@cityoflondon.gov.uk	Oct2025	Children and their carers will be clear about what the Virtual School is how they can support children in care to meet their educational aims, meaning better long terms outcomes and options for children.

		This profile to be shared with children in care, carers, care providers, and included in the Welcome to Care pack given to new children coming into care	Oct 2025	
4	Not all children in care were clear about the CiCC, what it does and how to get in touch, nor were they clear on the Advocacy Service and Independent Visitor Service	Some children in care live at such a distance from the City, or are too young to be able to engage with most of the activities of the CiCC, therefore these activities are not promoted to them. There is CiCC introductory leaflet available to all children in care and care leavers introduction-to-the-children-in-care-council.docx which forms part of the Welcome to Care pack given to new children coming into care Information regarding the Advocacy Service and Independent Visitor Service is available on the CiCC website.	In Place	There is child friendly information explaining the role of the CiCC and how children in care can get involved if able.
		CiCC leaflet to be added to CiCC website CiCC leaflet, Advocacy Service and Independent Visitor information to be shared via email and letter to all children in care and care leavers, and care providers	Sep 2025 Sep 2025	The leaflet will be accessible online for any child or carer to access at any time.
5	Some care leavers expressed frustrations around their accommodation, specifically waiting for permanent council tenancies	We run monthly CiCC online information sessions and invite housing to attend on a regular basis to provide information around process, waiting list numbers, and any questions care leavers may have about their housing application The Care Leaver Offer was updated last year to be clear about the housing process and expectations,	In Place In Place	We recognise that waiting for permanent housing can be a frustrating process and provide regular updates to care leavers on this. Making spaces for your views and feedback to be heard, Ensuring there is clarity in the information we provide to you, so you

		this can be found here Housing - City of London Family Information Service it is also translated into several languages. Shelter also provide range of housing support services including an emergency helpline, online housing advice, or webchat Get help from Shelter - Shelter England	In Place	understand what is happening, even if specific timescales cannot be given.
5	A small number of care leavers felt it was difficult to contact their social work or weren't getting the support they need, and didn't know what their Pathway Plan was	If your social worker is not available there is always a duty work available to answer your calls and try to help in any way they can. You can contact the duty worker by calling 020 7332 3621 from 9am to 5pm, Monday to Friday or email: children.duty@cityoflondon.gov.uk If you need help outside of office hours your can call the Emergency Duty Team on 020 8356 2710 If you do not feel you are getting the support you need you can raise this with one of the Team Managers and they can support you and your worker to put things in place to help. You can contact the Team Manager Sadie on 0207 332 3621 or 07751 725 978, or email: sadie.carnegie@cityoflondon.gov.uk or the Deputy Team Manager Bindu on 0207 332 3621 or 07355925432, or email bindu.anathanam@cityoflondon.gov.uk If you would like independent support to raise any complaints or to help you in getting the right support from your social worker you can get an independent advocate from Coram Voice City of	In Place	There is always a point of contact available for children and young people should they need it. There are mechanisms in place to support children and young people to raise any concerns they may have and ensure action is taken.

		London - Coram Voice call 0808 800 5792 or email help@coramvoice.org.uk this service will not cost you anything		
		Pathway Plans are shared with all care leavers and will be uploaded to your Caring Life account so that care leavers and their keywork can access it as needed	Oct 2025	Care leavers have easy access to their Pathway Plans at all times now and in the future.
6	Some care leavers were not clear what the Care Leaver Local Offer is	The Care Leaver Offer was updated last year to be clear about the housing process and expectations, this can be found here Care Leaver Offer - City of London Family Information Service it is also translated into several languages. A recent CiCC monthly online session focused on the Care Leaver offer, and this will be revisited in a future session. Workers will be reminded to discuss the Care Leaver Offer in visits to care leavers	In Place	The Care Leaver Offer is available to all on the website, in an easy read format with translations.
		Workers will be reminded to discuss the Care Leaver Offer in visits to care leavers	Sep 2025	Care leavers are made aware of how and where to access information.
8	More care leavers felt they had experienced discrimination due to their care experience than felt they had experienced racism	A range of wellbeing support services are promoted on the CiCC website Being healthy and feeling well - City of London Family Information Service should any child or young person be experiencing discrimination that is impacting their wellbeing. Care experience is a protected characteristic in the City. Some apprenticeships within the City are ring fenced for those with care experience. Workers to be mindful of the types of discrimination faced by care leavers and ensure that where	In Place	Care experience is seen as a positive attribute which equips young people with transferable skills for employment.
		Workers to be mindful of the types of discrimination faced by care leavers and ensure that where	Dec 2025	Care leavers are fully supported and advocated for to address any

		discrimination is faced robust action is taken to address this.		discrimination, to promote the best outcomes possible for their future.
9	Some care leavers felt a lack of connection to their local communities	Monthly supper clubs are held in various locations to support young people to explore their local areas and to find areas that they feel comfortable, and places that they could visit with friends. Within Commissioning Review Meetings, the participation offer is shared and feedback gained on how young people are supported to engage in their local communities.	In Place	Efforts are made to link young people into local activities and servicers, promoting inclusion and building networks.