

Committee	Dated:
Safeguarding Sub Committee	25 September 2015
Subject: Children and Young People Annual Consultation	Public
Report of: Director of Community and Children's Services	For Information

Summary

This report presents to Members the document City of London Corporation Children's Services Annual Consultation Report July 2015 – Action for Children. The report provides the findings from the user surveys distributed to all children and young people receiving social care services from the City of London's Children and Families Team between June and July 2015.

There was a 54.5% response rate and overall, the feedback received was positive.

Children and young people receiving services as Children in Need or Children in Need of Protection reported feeling they are treated with respect, given good explanations and given time to talk resulting in better understanding about the supports and services they are receiving.

Although the response rate from the Looked After Children cohort was the lowest, the respondents indicated a high level of satisfaction due to the ease with which they were able to contact their social workers, happiness with their placements and the care they are receiving, and being supported in education.

Care Leavers, as a group, expressed the highest level of satisfaction across all areas. They reported enjoying good relationships with their workers; feeling supported; satisfied with their accommodation; and feeling safe.

The areas for future development include: ensuring young people are aware of how they can complain; how they can be supported by an advocate; increasing the profile of the virtual school; and improving support around money management and social connections.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. Action for Children, an independent children's charity, was commissioned to carry out a user survey among all children and young people receiving social care services. The purpose of which was to consult children and young people directly about the quality of the services being provided.

2. The Annual Consultation report is being presenting to Members of the Safeguarding Sub Committee to enable scrutiny of the performance of the City Corporation in delivering services to children and young people.

Current Position

3. Completing this consultation with children and young people provided a valuable overview of their experience as service users. An action plan is being developed to address the findings and recommendation from the consultation and will directly inform the Service Improvement Plan underway.
4. In keeping with the City's commitment to '*ensure the voice of the child and young person informs all that we do*' as stated in the Children and Young People's Plan 2015-2018, there will be an independent consultation completed annually moving forward.

Corporate & Strategic Implications

5. The City's role in supporting children and young people to be safe and achieve their full potential contributes to the fulfilment of the priorities of the Department of Community and Children's Services Business Plan, the Children and Young People's Plan and the Corporate Parenting Strategy.

Conclusion

6. An action plan is required to address the areas for service development identified as a result of this consultation.
7. Overall, the City of London continues to deliver strong support and services to children and young people that is helping them to be safe and achieve good outcomes.

Appendices

- Appendix 1: City of London Corporation Children's Services Annual Consultation Report July 2015 – Action for Children **Please note this is attached at agenda item 12**

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