

Committee	Dated:
Safeguarding Sub Committee	26012017
Subject: Children and Young People Annual Consultation	Public
Report of: Director of Community and Children's Services	For Information
Report Author: Action for Children Sham Kidane: Independent Reviewing Officer, Safeguarding and Quality Assurance	

Summary

This report presents to Members the document *Children and Young People supported by The City of London Annual Survey Report July 2016* (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 Corporation's Children and Families Team between July and August 2016.

There was a 68% response rate, which is an increase from 54.5% in 2015. The main survey was supplemented with a simplified questionnaire to facilitate and promote the participation of 5- to 9-year-olds.

Overall, those receiving services as children in need or children in need of protection reported feeling well supported and listened to by their social workers. They were positive about their social worker helping them to feel safe, and several expressed gratitude for their social workers' support.

The looked-after children cohort had the highest response rate (72%), which is a great improvement from last year when this cohort had the lowest response rate. Respondents indicated high levels of satisfaction with the quality of their relationships with their social workers and carers, their placements, and education support.

The overriding majority of care leavers gave top scores for how much help they get from their social workers, how easy it is to talk to them, how well consulted they feel, and 100% said they received all the support they need in relation to leaving care.

Of significance, the 2016 findings indicate improvements in relation to most of the areas for development that were identified following the 2015 consultation. For instance, children and young people were more positive about the care and support they receive, the way they are listened to and consulted, and had better awareness of the complaints procedure, advocacy and the Pledge. There was also improved awareness and appreciation of the support they receive from the Virtual School Head Teacher, Independent Reviewing Officer and the Children in Care Council (CiCC) for those who attend.

The areas for future development include: ensuring that young people have someone to talk to if they are being bullied or harmed; improving social connections and reducing feelings of loneliness; and money management and financial planning.

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 for the second year in a row. The purpose of the survey was to consult with children and young people directly about the quality of the services they are receiving.
2. The Annual Consultation report is being presented to Members of the Safeguarding Sub Committee to enable scrutiny of the performance of the City of London 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 current experiences and offered a measurement of the progress achieved in response to the development areas identified from the 2015 consultation.
4. The findings and thoughtful feedback received from children and young people have directly informed the 2016/17 Service Improvement Plan.
5. 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

6. The City of London'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

7. The areas for development identified through this consultation will be monitored for progress in the Service Improvement Plan by the Children's Senior Management Group and the Service Improvement Board.

8. Overall, the City of London continues to deliver strong support and services to children and young people which are helping them to be safe and achieve good outcomes.

Appendices

- Appendix 1: Children and Young People supported by The City of London Annual Survey Report July 2016 (Action for Children).

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