

Corporate Parenting Workshop Appendix 1

28 July 2021

We asked:

1. What is the best way for us to hear from you?

You said:

Contact:

- Remote
- Social Media / whatsapp
- Text and Phone (not voicemail)
- Internet access (better communication from service provider)
 - Independence free WIFI for internet
 - Wifi access
- Consultation
- Online
- Viewpoint
- Survey Monkey

Interaction with activity

- Social not formal
- Formal meetings have too many professionals – can be intimidating
- Building trust – Twitter / Instagram / Snapchat
- Anonymous – forum for comments, complaints and compliments
- Lack of contact with SW during pandemic

Consultation by age

- Feedback from event (what are you doing going forward)
- You come to us, our event

CICC / CLC

- Young people who don't feel comfy (e.g. at community homes – champion who can feed stuff back & forth)
- Perception of CICC/CLC
- Social Media – Advertise publicity

- View point
- Live info on smart phone etc

IRO

- Call SW (often not available)
- Form for info on workers (done by CICC / CLC)
- NYAS – Advocacy

Mentors

- Volunteers
- Smooth it out !!!

Consistency

- Foster forum is a good way for the foster carer
- Lack of communication with some SW
- No response when messages are received & read
- No changes despite reviews and communicated needs & wants
- Too much focus on the negatives and not the positives
- Speaking over young people at IRO meetings not given the opportunity to speak or be involved.
- Bad way to communicate LAC reviews by phone video slightly better.
- Listen – don't talk at Young People
- Training Issue? How to listen – why?
- Reviews need to be tailored to the children

Comments

- Social Worker not replying promptly
- Answering phones / responses are poor
- Drop in to schools (works well to receive different ways to make contact)
- How to complain? Phone/email manager?
- Pathway planning does not reflect my plans for my future and what I want
- We are listened to but nothing happens.
- No voicemails left / poor contact / can be a long time before we get contact or a response to the contact.
- Better places to meet social workers
- Services not proactive in reaching out
- Not enough notice
- Every time events happen nothing changes
- Need relationships to have trust.

We asked:

2. Things to change / The Big Issues

You said:

- WIFI
- Social worker – not helpful or useful
- SW – wither don't write things in the session or so write things when we think they are listening.
- More time to talk to people who work with you
- More staff in residential units
- Transport / breaking transport
- Access to CAMHS
- Having to fight for services (CAMHS etc.)
- Repeat personal things
- Pushing for report
- Bullying and help for it.
- Training
- Need experienced Social Workers (better training)
- Inconsistent policies & procedures
- Lack of resources
- Act as one – needs to deliver results not just be a badge on emails
- Criminal records – what next?

In deep end – entitlement

- Support with experiences – trauma

Positive

- Availability
- Support
- Good opportunities
- Opportunity to meet / relationships

Communication

- Not being told
- No check up's / Check in's – Relationships = Trust
- Advertisement → “homelessness”
- Knowing the offer
- Way spoken to by SW – can't say anything
- Spoken down to – as kids
- Time
- Advocacy – complaints

- Vanishing SW's – common
- Placement experiences

LISTENING – RESPONDING – VALUE

Creating culture earlier – before 16 / prep for independence

Family connections

FAMILY – FRIENDS – NETWORKS

- CIC & PEP meeting invites
- IRO role?
- School connections / make friends
- Who's in life making decisions
- Team around you?
- Knowing who these people are
- Communities activities / connections
- Transitions / leaving care / residential care
- Life long lines – for IBT app
- Turned 18 – no support
- No one cares – 18 plus
- Leaving carer worker – same as sister / brothers
- Data / WIFI - technical poverty
- Genuine Support – Care / get to know
- Time / availability – make connection
- No answer – communications
- Financial issues – entitlements (teach about finances)
- Contact – Brothers & Sisters
- “keep up to date”
- Lack of adverts / information
- High caseloads

Comments

- Feeling heard / needing to be higher up in the chain
- Hostile – Treating the kids as individuals
- Understanding instead of punishing
- Location / area of flat
- Housing allocation
- Option for housing – notice period
- Connection with family & lost connections/school
- Feeling valued – listening & responding

- Preparation for independence
- Don't sheep – dip people
- LAC / PEP meeting didn't know about them (no voice) / Who is in life / making decisions
- 3yrs to 10 yrs. at time (didn't know IRO)
- Chair of meeting?
- Community connections – Cllrs – foster care & homes
- Transition – relationships
- App for Young People – sign posting
- Support for post 16 and after 18
- New WIFI
- Better house
- SW feedback / not helpful / doesn't understand
- Doesn't make notes
- No action
- More time
- More staff
- Transport
- Training
- Inconsistent

We asked:

3. What are your worries?

- Children being together (older wanting to be with younger)
- Matching children (right placements)
- Sibling contact (lost contact)
- Relationships with wider family and friends
- Different worries – moving placements – IFA/Residence/Semi-independent
- Hard living independently
- Rushed into leaving care – independence from a residential home
- Name of leaving care service (bright future service)
- Leaving = wrong impression – (sets wrong image)
- Staff need empathy
- Adjusting to living in a residential home
- SW going over old worries – bringing back memories / emotions
- How the SW talks to you and makes you feel
- Preparation for independence
- Moving out to young – feel pushed
- Be honest and tell us the truth – false promises
- Changes in SW – telling your story all over again – emotional
- Not having a SW or not knowing who they are
- Keeping in touch once in independent living

- Showing an understanding
- It's the SW job yet it's our life
- Not being matched, moving far away from my home & my family
- Understand the trauma & change – tell us why we are in care – life story book
- Not giving parents support when child is removed
- Use of language in meetings
- Understanding cultures – family shaming
- Not wearing badges
- Designated teachers – let all other children know you're in care
- Not checking out “work” support is being applied – has this made a difference?
- Foster care – children paying for the bus, ice cream etc. not the foster carer
- Foster placement needs to be culturally matched
- Are children's views being listened to?
- Children who want to move from foster care – going missing so they can go into residential homes.
- In foster care felt treated very differently from their children – not included – isolated.
- Sudden moves out of placement – not a known SW to help to support me.

POSITIVES

- Rowan House – staff are supported
- Peer support – children supporting each other
- Have support when I want it
- Get incentives in residential

WORRIES

- Foster care – had to buy own things
- Imbalance re: opportunities depend on where you live / who is in your life / how to resolve – improve communication / apps
- Being included (or not) in family holidays
- Knowing about your financial impact when foster family doesn't take you away.
- Therapy to be offered when first coming into care – be clear what the need is.

We asked:

4. What are your hopes for the future?

You said:

- Want to work for the police or play football
- Pass GCSE's & get good grades
- Go to sixth form
- Go to university
- To leave care and go back to my family
- Hope to get scouted for a better football team
- Pass my driving test & get a car
- Go back to the gym
- That kids in care get heard
- To be a midwife
- To go to university
- Have good GCSE's
- To be happy
- To have our voice and thoughts heard
- To leave care and be back with my family
- Children to know they are listened to and feel safe
- Successful
- To work on being consistent – my time management is poor
- Successful / wealthy / happy & independent
- Workers having faith in people (boosts confidence)
- Mortgage
- Car
- Own a house
- Car – BMW 340i
- Uni/apprenticeship
- Social Workers easier to contact
- Hostel staff to have a better understanding of kids
- Regular check ins with kids by social workers
- More choice for the kids
- Hostels to consider kid's personal circumstances better
- Kids to be treated equally
- Better understanding of why the kids do what they are doing instead of being punished.
- CiC being made aware of opportunities for the CV
- Move to London
- Mockingbird Project – good idea
- Level 2 FA Coaching (be a football coach)
- Car & a house to be sorted
- Learn to drive

- A family – stable – have children
- Get married and have children – 26+
- SEAT Leon or a Golf GTI
- Placement at college
- A job helping others – kids in care to help with independent skills
- Build an amazing post 16 provision with the child's voice to have the BEST semi-independent homes in the UK
- Being allowed to keep a leaving care workers a bit longer than 21 (if you aren't in education) if you feel you need it.
- Fully understanding why we are in care when it is important to us to know
- To get to be able to go on and be good parents, able to get a job
- A lack of clarity on what you are entitled to (financially / education options / housing options)
- Clarity & consistency in the allocation of workers.

We asked:

5. What are the good things about care & leaving care?

You said:

- Having a safe person
- Leaving care grant
- Starter pack when move independently
- Good quality staff needed
- Need to teach life skills – survival skills
- Cook food for you in care – don't learn how to do it yourself
- Young people do not know what they are entitled to
- Need to give all young people some information on the service
- Always change your Social Workers
- Knowing who you need to talk to when needed
- Really good ICC – the best meetings ever – The only place where you can talk about anything people won't judge you cause they are from the same background – You also get all the information you need about care and it helps you if something goes wrong.
- Should do meetings around themes that actually matter to the young person.
- Give a starter booklet when going into care.
- Education trips
- Meeting new people/making new friends
- Staff
- Residential holidays
- Learning how to be ok when you are on your own
- Learn independence skills (1. Pay bills 2. Doctors 3. Cooking)
- Goop school = support

- Good key worker – push me when needed & supported
- Lots of opportunities for the future (e.g. CV)
- Young people given the chance to travel and go on holiday in residential homes.
- Group meetings to decide where to go and what to do every month
- Help to plan trips – being involved
- Given the chance to volunteer & get jobs
- Told about leaving care as it is happening
- Relationships can be built between residential workers and kids in care.
- Children in Care Council can make a big difference.
- Teach you independence
- Meeting new people
- Having someone to talk to when you need to
- Been able to stay 18+ (foster care)
- People going above and beyond and being supportive
- People in place to speak to
- Social Workers doing activities / going out
- Clear about entitlements & changes moving forwards
- Have meetings to agree / put points across and be heard
- Smooth-it-out group (fun activity based groups that focus on independence)

Worries

- No advice on budgeting from social worker
- Things sometimes take too much time
- Having more guidance on cooking, jobs etc.
- Accommodation not fit for purpose – Horton Housing
- In debt – links between young person and housing officers / social workers (it's not clear)
- What are you entitled to – it's not clear
- Sometimes fall into trouble through others in care
- Not enough support around 'stereotypes of young people in care'
- Care teaches you to survive and not live
- We are seen as stereotypes
- We are seen as the problem
- Children have to force to have themselves heard in their care plan
- Need to know what will happen when leaving care
- Not well prepared for leaving care / living independently/ need more prep
- Not enough information
- Lack of consistency (feeling passed around)
- Staff to being able to work out the balance between social carer / guardian role

Suggestions

- Have a person within each residential setting who is also part of the Children in Care Council. They can feed ideas across to ensure that people who don't feel comfortable being involved can be heard.
- Cooking classes
- Gym passes for CLC
- Does a nurse follow a young person through their life journey?
- Social Workers knowing when to act as a parent/guardian and when to act as a Social Worker. Not just treat us as a job 9-5.
- Social Workers to understand young people need mental/emotional support.
- Social Workers to keep personal opinions and views to themselves and not try to influence young people's decisions and to respect that 16-18 year olds can make their own decisions.