

# THE BIG SURVEY FINDINGS

## Care Leavers

**SURREY'S CHILDREN**

**Our care. Your future**



The Big Survey is an annual survey facilitated by the User Voice and Participation Team. There are two versions, one for looked after children and young people (7 - 17 years) and one for care leavers (18 - 25 years). The survey was open between February and June of 2020.



This document shows the key themes that were identified by care leavers of what is going well and what priorities need improvement in comparison to the responses from last years' survey. Details of the full responses and views can be found on the [UVP Team's SharePoint site](#).



There's also reference to the Our Voice survey where the same, or similar, questions were asked of the general population of children and young people (6 - 25 years) in Surrey during the same time period in 2020. Full Our Voice Primary and Secondary School reports are also available on the Team's [SharePoint site](#).

## WHAT THEMES WERE identified?

Careers and jobs



Care Leavers Service and Personal Advisers

Health



Entitlements



Police and safety



Pathway Plans



Independent living



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# CARE LEAVERS SERVICE and personal advisers



## Priorities:



**Did you get support when you moved into the Care Leavers Service?**

69.8% agreed in 2019 compared to 59.1% in 2020.  
Less young people felt supported.



**by 10.7%**

There was an increase in care leavers who disagreed. 11.6% in 2019 compared to 18.2% in 2020.



**by 6.6%**



**Did you get support when you moved from a social worker to a Personal Adviser (PA)?**

72.1% agreed in 2019 compared to 56.8% in 2020.  
Less young people felt supported.



**by 15.3%**

There was an increase in care leavers who disagreed. 14% in 2019 compared to 18.2% in 2020.



**by 4.2%**



**How often do you have contact with your PA?**

51.2% said once a month or more in 2019 compared to 36.4% in 2020.



**by 14.8%**

16.3% said once every other month in 2019 compared to 29.6% in 2020.



**by 13.3%**

A greater proportion of care leavers are now having less frequent contact with their PA.

## Going well:



**Do you find it easy to get hold of your PA?**

16.3% disagreed in 2019 compared to 4.5% in 2020.



**by 11.8%**

Less care leavers find it difficult to contact their PA. Most care leavers are positive or neutral about ease of contact (95.5%).



**My PA would be...**

16% believe their ideal PA is the one they currently have!

Supportive  
Available  
Open minded  
Non-judgemental  
Helpful  
Reliable  
Passionate  
Understanding  
Hard Working  
Responsive

# POLICE AND safety



## Priorities:



**Have you ever felt like anyone is putting pressure on you to text, chat or act in a way that makes you uncomfortable?**

14% agreed in 2019 compared to 25% in 2020.



**by 11%**

67.5% of looked after children have never experienced this, similar to 67% of the general population from Our Voice survey, compared to 75% of care leavers.

## Going well:



**Do you feel Surrey Police listen to young people and meet their needs?**

28% disagreed in 2019 compared to 18% in 2020.



**by 10%**

The change is reflected in neutral and there is a shift from negative view to neutral.



**Do you know what to do if someone's behaviour makes you feel uncomfortable or threatened?**

93.1% agreed in 2019 compared to 86.4% in 2020.



**by 6.7%**

2.3% were not sure in 2019 compared to 9.1% in 2020.



**by 6.8%**

# PATHWAY plans



## Priorities:



### Have you completed your pathway plan?

60.5% of care leavers answered yes in 2019 compared to 56.8% in 2020.



by 3.7%

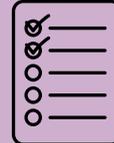
There was also an increase of 2% who answered no (11.4%).

Almost 1/3 of care leavers were "not sure" in 2019 and 2020.



### If yes, did you receive the final copy of your pathway plan?

Of the 56.8% of care leavers who completed a pathway plan, only 48% received the final copy. 32% did not receive a copy and the remainder were not sure.



# INDEPENDENT living



## Priorities:



### Do you feel you have had enough support given to you about living independently?

74.4% of care leavers agreed in 2019 compared to 65.9% in 2020. Less care leavers felt supported to live independently.



by 8.5%

There was a big increase in the amount of care leavers who felt neutral. (9.3% in 2019 and 25% in 2020.)



### How much do you agree with this statement?: "I know how to live independently"

44.2% of care leavers agreed in 2019 compared to 31.8% in 2020.



by 12.4%

On the other end of the scale, 0% disagreed with the statement in 2019 compared to 9% in 2020.

## Going well:



### Did you get "setting up home allowance" when you first moved to independent living?

30.2% said yes in 2019 compared to 45.6% in 2020. More young people received this allowance.



by 15.4%

On the other end of the scale, 30.2% disagreed in 2019 compared to 11.4% in 2020.



by 18.8%



# CAREERS AND jobs



## Going well:



### Do you know who to speak to or where to go about your interests in careers and jobs?

This is a new question that was not asked in 2019 and can't be compared.

75% of care leavers knew who to speak to and where to go about interests in careers and jobs, meaning only 25% (1 in 4) said no or not sure.



Compared to looked after children, 15% more of care leavers responded yes. The lowest number of "yes" responses (55%) came from the general population of Surrey young people in the Our Voice survey.

# YOUNG PEOPLE'S entitlements



## Going well:

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 **Do you think you get the money you need for housing?**

58.1% of care leavers agreed in 2019 compared to 63.6% in 2020.



It's positive to see that despite almost 50% of looked after children saying they were not sure if they received enough money for housing, 63.6% of care leavers said they do.

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 **Do you get the money that is due to you on time?**

62.8% of care leavers agreed in 2019 compared to 84% in 2020.



This huge increase is reflected in all respondents answering this question compared to last year. There was also a 7.2% decrease in care leavers who disagreed with this statement.

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 **Do you know how to complain about the services you receive or a worker?**

72.1% agreed in 2019 compared to 86.4% in 2020.



This is a huge change in views from last year; with 14.3% more care leavers feeling more informed about the complaints procedure. On the other end of the scale, there was a 9.5% decrease in the number of care leavers who didn't know how to complain.

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 **Would you feel able to complain about the services or a worker, if you needed to?**

83.7% agreed in 2019 compared to 88.6% in 2020.



This shows a steady increase in confidence of care leavers being able to complain if they needed to.

# HEALTH AND health care professionals



## Going well:

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 **Do you think you have received enough information and advice about your health (including sexual health and mental health)?**

67.4% of care leavers agreed in 2019 compared to 84.1% in 2020.



This is a huge change in views from last year. There was an 11.7% decrease in the number of care leavers who disagreed.

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 **Do you feel able to trust doctors, nurses and other health professionals who provide your health services?**

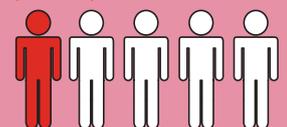
This was not asked in 2019 and can't be compared.

81.8% of care leavers said they feel able to trust health professionals.

Although most care leavers (4 in 5) do trust health care professionals, it's important to note that nearly 1 in 5 lack trust (18.1%).



Do trust health professionals



Don't trust health professionals

\*\*\*  
 **Do you know who to contact if you are worried or need more information about your health?**

Although there's no big difference in how many care leavers agreed with this question, (95.4% in 2019 and 93.2% in 2020), it's noticed that care leavers are most confident in this area when comparing with looked after children who were 2nd most confident (82%). It was found that the general population of young people from Our Voice survey were least confident (69%) in this area by 24.2%.

# YOUNG PEOPLE'S *Recommendations*



18.2% of Care leavers answering the Big Survey believe that they did not receive support when moving to the care leavers service. We've heard similar feedback from the phone calls we have been making to care leavers from the North East of the county.

**We recommend that support for Care leavers is reviewed and more care leavers are made aware of what support they are entitled to, the contacts for these services alongside looked after children's transition to the care leavers service to start earlier and it be a gradual transition, with the support not being removed.**



9.09% of care leavers answering the Big Survey feel as though they did not receive enough support to live independently and 11.4% disagreed that they know how to live independently. Care leavers who attend care council have raised an action card requesting a mock house to develop independence skills.

**We recommend that before reaching adulthood, looked after children are given opportunities to expand their independence skills in the foster home/ placement or workshops so that they can carry these skills with them into adulthood.**



There have been great improvements in Care Leavers receiving payments on time and getting the money they need, however a significant proportion still don't feel they are able to manage their money (20.5%). We heard similar views in the phone calls we make from Care leavers living the South East of the county.

We have also consistently heard feedback from Care Leavers attending Care Council that their payments are being sent to them late, affecting their finances.

**We recommend workers provide specific support in money management and budgeting.**



A greater number of care leavers (74%) felt confident they have enough information on careers and education. Looked after children came in second (60%). The lowest number of agree responses came from the general population of Surrey Children from the Our Voice survey (55%). 25% of children from the Our Voice survey don't have enough information in this area. This is the highest across all groups with 11% of looked after children feeling they don't have enough information and only 7% of care leavers.

Care Leavers explained some of what prevents them from finding work/volunteering options; mental and physical health needs, grades/qualifications, relationships with people, caring responsibilities and confidence

**We would recommend that Care Leavers to have an employment and careers support that extends past the Virtual Schools offer of up to 18 years to support them specifically with careers coaching and support.**

**The Chambers of Commerce Careers Passport to be extended past the pilot scheme so more Care Leavers can take advantage of this link into industries.**

**For the Care Leavers Service to examine more carefully why Care Leavers have lower outcomes than their non-care experienced peers, despite them feeling the most confident in this area, and implement suitable solutions.**



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