

THE BIG SURVEY FINDINGS

Looked After Children

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). 117 looked after children replied to the survey between February and June 2020.



This document shows the key themes that were identified by looked after children to include 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?

Education and career



Communication



Entitlements



Health



Police and Safeguarding



Feeling listened to



Placement /home



PRODUCED BY

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FEELING listened to



Priorities:

If you have moved home/placement, do you think your views about the move were listened to?

56.3% agreed in 2019 compared to 30.8% in 2020. Less young people felt their views were listened to during placement moves this year.



Your Child Looked After Review is a meeting with your carer, social worker, independent reviewing officer and other people in your life. Did you feel listened to?

78.5% agreed in 2019 compared to 64.1.8% in 2020 meaning less young people felt their views were listened to during their Looked After Review.



On the other end of the scale 8.2% disagreed in 2019 compared to 17.9% in 2020 meaning more young people said they weren't listened to.



Please give any suggestions you have on how the care system could improve:

Answers were put into themes. A number of these were repeated from 2019 meaning that looked after children and young people hadn't noticed a change and were not listened to. These were:

- Children and young people need to be listened to and staff to follow through with agreements
- The need for more social workers, lower turnover and longer, better quality visits. More training for staff
- The need for more social activities, games and events.

This year, there were more responses around mental health e.g. staff to be trained and more support for young people.



POLICE AND safeguarding



Going well:

Priorities:

Do you feel that Surrey Police listens to young people and meet their needs?

32.3% agreed in 2019 compared to 43.6% in 2020. More young people felt that Surrey Police listen and meet their needs.



9.12% more disagreed compared to 2019. More young people were confident about their answers as those who responded "not sure" decreased by 17.3%.

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

85.4% agreed in 2019 and 84% in 2020. The majority of looked after children do know what to do.

Only 16.3% of looked after children said no or not sure.

86.4% of care leavers said they know what to do.

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

12.7% agreed in 2019 compared to 17.1% in 2020.



25% of care leavers agreed that they had felt pressure which was an 11% increase from 2019 and double the amount of looked after children.

Would you contact the Police if you needed to?

82.3% said yes in 2019 compared to 74.4% in 2020 meaning less young people would contact police.



No big changes in the % of young people who said "no". There's a 10% increase in "not sure" responses, meaning young people have shifted from being positive about this to unsure.

79.6% of care leavers said they would contact police if they needed to and 86.1% of general population from Our Voice survey, which is 11.7% more than looked after children and 6.5% more than care leavers.

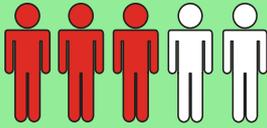
PLACEMENT / home



Priority:

Have you ever moved home/placement?

There were only a small change in responses from 2019 to 2020 (1.59% increase in yes response and 1% decrease in those that hadn't), **3 in 5 looked after children and young people had experienced a move.**



When looking at priority 1 of the "feeling listened to" theme, over half of young people felt their views weren't taken into consideration when moving.

Going well:

Are you happy in your home/placement?



57.6% said they were very happy in 2019 compared to **64.10% in 2020** meaning more young people felt very happy in their home/placement.



Those that felt happy **decreased by 11.47%**. 6.5% of those went to feeling very happy but 4.27% more felt unhappy. This shows that looked after children have a more polarized view than last year.

HEALTH AND health care professionals



Going well:

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



82% said yes. A large proportion of looked after children know who to contact about their health.

It's important to note that **6.08% more children** were unsure about where to go compared to 2019.

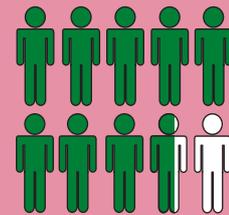


93.2% of Care Leavers feel confident in this area, **82% of Looked after Children** and **69% of the general population of young people** from the Our Voice survey.

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



This question was new in 2020 so there aren't comparisons. **88.9%** of looked after children said they could trust health professionals. **11.1% could not.**



Nearly 9 in 10 looked after children feel able to trust health professionals.

COMMUNICATION with social workers



Priority:

Do you see your social worker as much as you would like to?

68.4% agreed in 2019 compared to **60.7% in 2020** meaning less young people were happy with the amount of contact with their social worker this year.



This means **over a third (39.3%)** of looked after children disagree or are neutral on this matter.

Going well:

How would you describe making contact with your social worker?



21.5% found it difficult in 2019 compared to **12.8% in 2020.**



There's little change in young people who **found it easy (49.6%)**, nearly a quarter of young people selected new neutral option (ok), reducing young people who "didn't know" by 13.6%.

YOUNG PEOPLE'S entitlements



Priorities:

Do you think you receive enough money for food, housing, travel and school?

The 2019 question was rephrased for 2020, from what young people were entitled to, to whether the funds were sufficient to cover their needs and therefore aren't comparable.



Food: 64% said "Yes", 29.9% "Didn't know"

Housing: 48.7% said "Yes", 43.6% "Didn't know"

Travel: 61.5% said "Yes", 29% "Didn't know"

School: 60.7% said "Yes", 32.48% "Didn't know". When compared with Care leavers, 59.9% said "Yes" and 13.6% said no which is double the amount of looked after children.

Over half of young people said they received enough money. High proportion who aren't sure, would need further information to be able to distinguish if this is a cause for concern.



Do you see your family as often as you'd like to?

43% said yes in 2019 compared to 35% in 2020.



by 8%

Nearly half (42.7%) said they'd like to see their family more; we are not aware of the reasons they aren't seeing family more.

An increase of 9.8% (to 17.95%) weren't sure. The priority should be around staff asking looked after children about their wishes.



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

73.4% agreed they would in 2019 compared to 59.8% in 2020. Less young people felt able to complain in 2020.



by 13.6%

The decrease was reflected in the "Not sure" response which increased by 11% to 25.64%. 1 in 4 are unsure.

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

71.5% said yes to knowing how to complain in 2019 compared to 57.3% in 2020. Less knew how to complain about a service or worker.



by 14.2%

A large proportion of this decrease was reflected in "Not sure" responses which increased by 11.5% to 24.8%. 1 in 4 are unsure.



Going well:



Do you get to take part in social activities, holidays, clubs and seeing friends?

No significant changes when comparing 2019 and 2020. In both years, the majority of looked after children do get to take part in the activities.

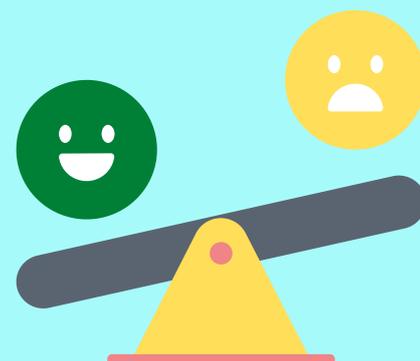


Social activities: 85.5% said yes

Holidays: 80.3% said yes

Clubs: 71.8% said yes (80.4% said yes in 2019)

Seeing friends: 86.3% said yes



EDUCATION and career



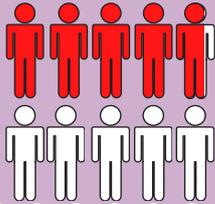
Priorities:



Do you know who or what the Virtual School is and how they can support you?

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

Only 51.28% of looked after children knew what the Virtual School is and how they can support them. Nearly half (48.72%) don't.



Going well:

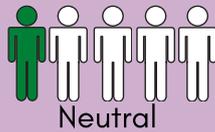


Has your PEP (Personal Education Plan) helped your education?

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

57.3% of looked after children agreed that their PEP helped their education.

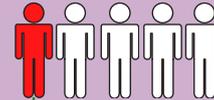
Only 1 in 4 (23%) disagreed, with 1 in 5 (19.7%) being neutral.



Do you feel like you have enough information on career and education opportunities?

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

Only 45.3% of looked after children agreed. A third were neutral and nearly 1 in 5 (19.7%) disagreed that they have enough information.



30% more of care leavers agreed with this (75%)



Would you like to have any support to help you achieve your goals? If so what?

44% of looked after children would like support to achieve their goals.

Most popular support required is around learning. i.e. tutoring/help with achieving GCSE's and support with non-academic subjects i.e. budgeting, cooking, laundry etc.



46% of the general population of young people from the secondary aged Our Voice survey said they'd like support in this area too.

Meaning that nearly half of young people, regardless of whether looked after or not, would like more support to achieve their goals.

INTERESTING finds



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

59.8% of looked after children said yes. 29% were unsure and 11.1% did not know.

75% of care leavers said "yes" meaning the most knowledgeable group, with only 11% saying "no".

55% of the general population from Our Voice said yes. More looked after children and care leavers knew this.



My ideal social worker would be:

Word cloud containing: Funny, Helpful, Respectful, Time, Fun, Nice, Calm, Understanding, Friendly, Caring, Trustworthy, Kind, Listens, Happy.



Have you experienced bullying in any way in the past year?:

52% of looked after children said they hadn't been bullied compared to 61% of secondary aged general population in Our Voice survey and 64% of primary aged general population. This shows that more looked after children said they have been bullied.

General population and looked after children said bullying online occurred to 7% of people and 25% of people in school.



YOUNG PEOPLE'S *Recommendations*



 A finding from the Big Survey showed that 88% of young people are happy in their home/placement, in comparison, a smaller number of young people living in the South East of the county agreed that they're happy in their home/placement in the calls carried out by the UVP Team.

- Looked after children remain having a polarized view with regards to being happy at their home/placement.

We recommend professionals talk to children and young people about their worries and unhappiness, improving signposting and that the UVP continue asking CYP about happiness in future telephone calls.



 19% of young people who completed the Big Survey said they don't have as much contact with their social worker as they would like to. We've also heard from a small number of young people from the North East of the county who feel that their experiences with their social worker is poor.

- Poor experiences with workers may result in young people not getting or asking for the support they need.

Social workers should regularly be asking if the young person feels comfortable and help to resolve issues, e.g. changing worker or complaining.



 In the big survey, 17.95% of young people have expressed they don't know how to complain about the services they receive, with 24.97% answering 'not sure'.

- These numbers have risen since last year and can be affecting the poor experiences with workers alongside not having enough contact with them as young people do not know how to complain.

There should be clear guidance for young people on how to complain.



 Some young people from the North East of the county interacting with the phone calls, do not feel listened to similarly to the 16% of young people who responded to the Big Survey that said they do not feel their views were listened to regarding their placement alone.

Constant contact with young people in their placement, making sure they are feeling content and, in some cases, taking the young person out of the placement for an hour or so to speak with them more freely.



 11.1% of looked after children don't know where to go regarding career and education opportunities. 25.3% of young people answering the Our Voice survey expressed they don't know where to go regarding education and career opportunities. Looked after children end up with lower outcomes despite significantly more looked after children knowing where to go for career and education.

We recommend that looked after children are further supported with their education and career aspects in a way that will encourage them to continue on with this.

