

Big Survey 2020

1: Do you know the reasons why you came into care?

Option	Total	% 2020	% 2019
Yes	100	85.47%	86.7%
No	5	4.27%	5.7%
Not Sure	12	10.26%	7.6%
Not Answered	0	0%	0%

No remarkable change was detected from proportions observed in 2019. Children are widely aware of the reasons why they came into care, but a sizeable group are unsure or declare to not know why they came into care (14.5%).

2: Have you ever moved home/placement?

Option	Total	% 2020	% 2019
Yes	73	62.39%	60.8%
No	44	37.61%	38.6%
Not Answered	0	0%	0.6%

No remarkable change was detected from proportions observed in 2019. Three in five CYP has experienced a placement move, similarly to responses obtained from the previous year.

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

Option	Total	% 2020	% 2019
1 - Strongly Agree	20	17.09%	56.3%
2	16	13.68%	
3	54	46.15%	25.0%
4	8	6.84%	15.6%
5 - Strongly Disagree	19	16.24%	
Not Answered	0	0%	3.1%

Fewer CYP compared to last year believe that their views were listened to during placement moves; while results are not entirely comparable due to the change in response structure, 56.3% agreed that their views were listened to in 2019, compared to 30.8% in 2020. The change in answer structure also brought to the surface that nearly half of respondents are neutral about this question, while 25.0% responded “don’t know” in 2019. The new question structure allows respondents greater granularity in expressing their views, which has allowed uncertainty to emerge more clearly.

Of the children who disagreed/strongly disagreed that their views about placement had been listened to, some reported having no say in the matter, generically or due to their age (e.g. “nobody listens to me”, “wasn’t given a choice”, “when your younger you don’t get a choice”). Others report having expressed specific concerns that went unheard:

- “the more I got moved the further it was away I would always say to my social worker to keep me near to my family and school but I would always end up getting moved out of Surrey to different schools away from my family”
- “My social worker thought that I was making it up and didn’t listen to why I wanted to move ended up in hospital”
- “Every time I went to a place I had a lot of restrictions because they kept saying CSE. I understand I was being looked out for but I was never listened to when I tried to get my point across which then led me to having to come back a certain time and getting reported missing and police carrying my pictures around and going to places even where my friends worked and was really embarrassing”
- “I had to remove myself to be listened to”

Of the children who were neutral about the statement, some still report dissatisfaction because their voice was not fully listened to (e.g. “I was not taken seriously”, “nobody listened to how the move would affect my mental health”). CYP who agreed/strongly agreed with the statement report having been allowed to try whether arrangements worked, having a generally positive experience in their placement, or simply acknowledging that their views are listened to even though the outcome is not always positive:

- “I was allowed to spend 1 week with my new carers to see if I liked them”
- “they did listen to me because if I was upset about it they would listen to what I had to say and helped me to understand that it was for the best”
- “They usually take my views into consideration but sometimes they make the wrong choices which affects me badly”
- “yes because the person I’m with is kind, helpful, respectful and just a pleasure to be with”
- “I quite like foster care”

4: If you have been placed out of the county (outside of Surrey) what impact do you think this has had?

Children and young people had a range of responses to this question. Commonly, a move away from Surrey meant a negative impact on the young person’s ability to have **contact with family and friends** and maintain relations from their **previous community** (e.g. “a really big impact since I never really saw my family since I was so far away and it really messed with my mental health made me feel down and secluded all the time”, “All dentist and other appointments are near to where I used to live. Had to give up clubs and sea cadets”). The move also impacted negatively on **schooling**, either as missed days or a long commute (e.g. “I couldn’t keep in contact with family or friends and I had to move schools but I also missed a load of school”, “couldn’t see my friends and had to travel 2 hours a day just to get to school”). In one case, a child reported that this impacted on their **safety** (“I got places in XXX which led me to coming over an hour and a half to YYY which then I stayed the whole night and getting reported missing”).

In terms of positive outcomes, some young people enjoyed **more opportunities to be outdoors** or an **area they enjoyed more** (“Clearer lungs”, “it was outdoors and a lot to do”, “much nicer school and area and friends”), an **increased sense of safety** (“It gave me a fresh start as I have had problems living in Surrey”, “It was to keep me safe from harm and keep me in a safe environment where no one from XXX could find me. Essentially, its kept me safe and helped me evolve into the person I am today”).

In one case, the move was due to the child **moving in with extended family** (“I liked being out of Surrey as I was with Nan and grandad”).

5: Are you happy in your home/placement?

Option	Total	% 2020	% 2019
Very Happy	75	64.10%	57.6%
Happy	28	23.93%	35.4%
Unhappy	5	4.27%	0.0%
Very Unhappy	4	3.42%	1.9%
Don't Know	5	4.27%	5.1%
Not Answered	0	0%	0%

A remarkable difference can be observed in the proportion of CYP who reported being “happy” in their placement, down 11.47% from last year. The change in proportions in this category went partly to feed the “unhappy” and “very happy” category, showing that young people in care have a more polarized view compared to last year on how happy they are in their placement.

Children who were unhappy/very unhappy in their placements who elaborated on their response (4 CYP) mentioned wanting to move back to their hometown, not fitting in (because of different food habits, lack of communication with foster carers, comparisons with birth children of the foster carers), restrictions and distance from friends.

49 CYP who were happy/very happy in their placements elaborated on this response. 26 mentioned satisfaction with their foster family / placement as the main reason for being happy. A feeling of increased safety and peace, especially as compared to previous circumstances, was reported 9 times. 3 CYP reported having fun, another 4 said they have built friendships or good relationships with staff. 2 mentioned liking their location or having had opportunities to reconnect with family; a sense of gratitude for having a place to live in spite of its limitations was expressed twice. 1 CYP mentioned school achievement.

6: Do you think you receive enough money to cover the below?

The below questions were rephrased from 2019, when they revolved around the money young adults were *entitled to*, rather than money *being sufficient to cover their needs*. On this basis, the questions are not truly comparable. However, it is still important to observe and reflect on changes.

For School

Option	Total	% 2020	% 2019
Yes	71	60.68%	69.6%
No	8	6.84%	7.6%
Don't Know	38	32.48%	18.4%
Not Answered	0	0%	4.4%

All respondents answered this question – this was not the case in 2019. The “don’t know” category shows the greatest increase, showing that while CYP answered the question, about a third of them is unsure as to whether they get sufficient money for school. A moderate decrease can also be observed in the “Yes” category, but the change in the phrasing of the question prevents a real comparison with 2019.

For Housing

Option	Total	% 2020	% 2019
Yes	57	48.72%	64.6%
No	9	7.69%	5.7%
Don't Know	51	43.59%	25.9%
Not Answered	0	0%	3.8%

All respondents answered this question – this was not the case in 2019. The “don’t know” category shows the greatest increase, showing that while CYP answered the question, nearly half of them is unsure as to whether they get sufficient money for housing. A remarkable decrease can also be observed in the “Yes” category, but the change in the phrasing of the question prevents a real comparison with 2019.

For Travel

Option	Total	% 2020	% 2019
Yes	72	61.54%	65.8%
No	11	9.40%	10.1%
Don't Know	34	29.06%	20.3%
Not Answered	0	0%	3.8%

All respondents answered this question – this was not the case in 2019. The “don’t know” category is the only one showing a remarkable difference in proportions, showing that while CYP answered the question, nearly one in three is unsure as to whether they get sufficient money for travel.

For Food

Option	Total	% 2020	% 2019
Yes	75	64.10%	76.6%
No	7	5.98%	4.4%
Don't Know	35	29.91%	16.5%
Not Answered	0	0%	2.5%

All respondents answered this question – this was not the case in 2019. The “don’t know” category shows the greatest increase, showing that while CYP answered the question, nearly one in three is unsure as to whether they get sufficient money for housing. A remarkable decrease can also be observed in the “Yes” category, but the change in the phrasing of the question prevents a real comparison with 2019.

7: Do you see your family as often as you would like to?

Option	Total	% 2020	% 2019
Yes	41	35.04%	43.0%
I would like to see my family less	5	4.27%	1.3%
I would like to see my family more	50	42.74%	44.3%
Not sure	21	17.95%	8.2%
Not Answered	0	0%	3.2%

The “don’t know” category shows a remarkable increase, pointing to a greater level of uncertainty from CYP about whether they see their family as often as often as they would like. A remarkable decrease can also be observed in the “Yes” category, pointing to fewer CYP seeing their family according to their wants and needs than in 2019.

8: Do you get to take part in the following activities?

Social activities

Option	Total	% 2020	% 2019
Yes	100	85.47%	88.6%
No	17	14.53%	10.8%
Not Answered	0	0%	0.6%

No remarkable change was observed in any category, reflecting largely the results from 2019.

Holidays

Option	Total	% 2020	% 2019
Yes	94	80.34%	84.2%
No	23	19.66%	15.2%
Not Answered	0	0%	0.6%

No remarkable change was observed in any category, reflecting largely the results from 2019.

Clubs

Option	Total	% 2020	% 2019
Yes	84	71.79%	80.4%
No	33	28.21%	19.0%
Not Answered	0	0%	0.6%

A smaller proportion of respondents feel they take part in clubs than in 2019.

See friends

Option	Total	% 2020	% 2019
Yes	101	86.32%	91.8%
No	16	13.68%	7.6%
Not Answered	0	0%	0.6%

No remarkable change was observed in any category, reflecting largely the results from 2019.

9: How often do you see your social worker?

Option	Total	% 2020	% 2019
Once a month	23	19.66%	22.8%
Every six weeks	60	51.28%	46.8%
Once every 2 months	17	14.53%	13.3%
Once every 3 months or less often	17	14.53%	10.8%
Not Answered	0	0%	6.3%

No remarkable change was observed in any category, reflecting largely the results from 2019. 70.9% of CYP who responded to the survey see their social worker every six weeks or more often; however, this still means that 29.1% of respondents see their social worker once every 2 months or less.

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

Option	Total	% 2020	% 2019
1 - Strongly Agree	48	41.03%	68.4%
2	23	19.66%	
3	26	22.22%	10.1%
4	5	4.27%	19.0%
5 - Strongly Disagree	15	12.82%	
Not Answered	0	0%	2.5%

A notable change in proportions from last year can be observed in the CYP who agree/strongly agree that they see their social worker as much as they would like. The change in the question structure prevents a full statistical comparison; nevertheless, in 2020 over a respondent in 5 is neutral about this question, and the increase in this category is largely driven by a decrease in the proportion of respondents who agree/strongly agree with the statement. It is possible that the change in proportions might be driven by the difference question structure, which provides greater opportunities for granularity in response.

Strongly agree – 3 CYP reported seeing their SW more than once a month and/or a comfortable amount, without feeling pressured. 1 CYP reported it is easy to get in contact with their PA. 1 CYP added that “it’s really nice to talk to who is on my side and there to help”. 2 CYP mentioned issues with SWs leaving/changing too often, sometimes without taking leave from the young person.

Agree – 2 CYP reported wanting a little more time with their SW has they are hard to get in contact with or they are not often in touch.

Neutral – 3 CYP said they don’t have a SW or don’t want one; 2 CYP reported wanting more contact time, and for it to be in person; 1 CYP reported that their SW don’t “really see me or talk to me she ignores me sometimes when I need her but when I don’t she is here to much”; 1 CYP reported the lockdown as the cause for less contact than desired; 1 reported seeing their worker too much, and 1 CYP reported not seeing them “that much”.

Disagree – only 1 CYP from this group offered further insight: “i have a lot to say and things happen every day so some times i would like to talk to her more often”

Strongly disagree – 3 CYP who strongly disagreed mentioned issues with continuity (“I don’t have one left without warning promised to pay for 10 driving lessons”, “I have had four social workers in 15 months and I am without social worker yet again.”, “my social worker has changed a load of

times and I feel like I don't see my social worker as often". 2 CYP mentioned not being able to find a good balance with their SW ("I feel like I see her either too much or too little") or wanting to see them more.

11: How would you describe making contact with your social worker?

Option	Total	% 2020	% 2019
Easy	58	49.57%	53.2%
Difficult	15	12.82%	21.5%
Ok	28	23.93%	
Don't know	10	8.55%	22.1%
Other	6	5.13%	
Not Answered	0	0%	3.2%

A notable change in proportions from last year can be observed in the CYP who describe contact with their social worker as "difficult". While the change in this category can be considered positive, the new "OK" category introduced in the 2020 survey has attracted nearly a quarter of responses, while no remarkable change can be detected in the "easy" category. On this basis, it might be concluded that the new question structure enabled CYP to express neutral feelings about the ease with which they can make contact with their social worker that the previous survey did not enable. Less uncertainty ("don't know" category) can be observed in terms of responses to this question, perhaps also as a result of the new available categories CYP can choose from.

Difficult – 3CYP from this group offered further insight – one of them specified this was "because I don't have a mobile phone, however, I can speak to my carer who will contact her for me". The other 2 CYP mentioned their social workers did not "always reply back to my texts. Sometime when I text it feels if it is ages before he contacts me back". One told that their SW's unavailability meant they were "left without money for weeks, including travel money for college". 2 CYP mentioned turnover of staff as an issue.

Easy – 3 CYP said their foster parents/ key worker contact their social worker on their behalf. 1 mentioned that their SW picks them up from school.

OK – 3 CYP elaborated on their choice through the following statements: "sometimes it's hard to get through and they often don't understand", "sometimes she's active sometimes she's not", "they have all been part time so not really"

Other – 2 CYP said they never needed to make contact with their SW, 1 CYP stated they don't have a SIM card, 1 CYP said they don't like talking to their SW, and 1 CYP gave a full and articulated response to this question: "It all depends on how I am feeling on the day of seeing my social worker as if I am having a good day then it is alright and I wont have a problem talking to her, but if I am having a bad day I may not want to talk as much. But considering I am a happy person normally it does not happen all the time but when I am having a bad day and have to see my social worker my social worker knows exactly how to help me to calm me down if needed. Although, sometimes, it does take a while to get answers from my social worker due to miss communication of things sometimes which me and my social worker are currently working on improving on so that it makes the visit more better".

Surrey County Council

Strongly Agree – CYP who strongly agreed with this statement reported people in their review listening to them and being interested in their views (9 CYP), getting them help and support based on what they have heard (4 CYP), being nice to them (2CYP) and feeling good about their meetings. 1 CYP specified they would like their school to listen, too.

Agree – CYP who agreed with the statement said they feel listened to most of the time (1 CYP) or at least sometimes (2 CYP). 1 CYP said “usually I don't like talking unless its something serious”.

Neutral – 4 CYP haven't had their review yet or don't go to their review. One of them added they would like to go. 3 CYP pointed out that they feel they need to repeat themselves several times, or are not taken seriously and they feel invisible. 3 CYP had specific issues to remark on, i.e. “It was a bit difficult as there was a lot that couldn't be answered, and as my social worker at the time wasn't present”, “My parents took over at times which made me feel a bit upset and something bad my mother said at the end”, “sometimes but sometimes they will listen and let me talk but I have nothing to say”.

Disagree – 3 CYP provided further detail. One said “assume what I need not what I would like”, another commented that “i'm not in a care home, but we do have safeguarding meetings”. Another pointed to the need for the foster mother to advocate on their behalf so they would be listened to: “I feel as though during my first few LAC Reviews I was not able to express my thoughts and feelings. I was quite shy to begin with and all the professionals would talk about me and what is best for me whilst I was in the room, not asking me on my views. My foster mum had to often advocate for me during meetings as I was not being listened to by professionals.”

No respondents who strongly disagreed with the statement provided further detail.

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

Option	Total	Percent
Yes	60	51.28%
No	57	48.72%
Not Answered	0	0%

This question was not presented in the 2019 questionnaire, and therefore no comparison can be drawn. CYP who responded to the questionnaire are equally distributed across the “yes” and “no” categories.

15: Has your PEP (personal education plan) helped your education?

Option	Total	Percent
1 - Strongly Agree	44	37.61%
2	23	19.66%

3	23	19.66%
4	12	10.26%
5 - Strongly Disagree	15	12.82%
Not Answered	0	0%

This question was not presented in the 2019 questionnaire, so no comparison on previous years can be drawn. Similarly to question 13, this question in the future should be preceded by a question asking respondents to confirm *if they have a PEP*. LAC who responded to the questionnaire were positive about the influence of their PEP on their education in 57.3% of cases; equally, one in five respondents feel neutral about it, and nearly one in four disagree or strongly disagree about the positive impact of their PEP.

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

Option	Total	Percent
Yes	70	59.83%
No	13	11.11%
Not Sure	34	29.06%
Not Answered	0	0%

This question was not presented in the 2019 questionnaire, so no comparison on previous years can be drawn. Nearly 60% of respondents know where to go about interests in careers and jobs. Notably, nearly a third of respondents is not sure, and one in ten does not know where they can speak to about this topic.

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

Option	Total	Percent
1 - Strongly Agree	32	27.35%
2	21	17.95%
3	41	35.04%
4	10	8.55%
5 - Strongly Disagree	13	11.11%
Not Answered	0	0%

This question was not presented in the 2019 questionnaire, so no comparison on previous years can be drawn. Importantly, less than half the respondents feel they have enough information on career and education opportunities, pointing to an area where marked improvement is required.

Lack of support available, or not knowing to talk to about it. If that's the case ask your social worker.

“Lack of knowledge on skills such as cv writing, workshops or online tools on surrey websites or an app would be beneficial as well as speaking to career advisors.”

“Living in a rural area where there is nothing, would have to travel quite far to get there and transport links are rubbish. The foster carer has said they wouldn't take me, [...] it's inconvenient.”

19: Would you like to have any support to help you achieve your goals? If so, what would this be?

There were 117 responses to this part of the question.

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

Option	Total	% 2020	% 2019
Yes	96	82.05%	87.3%
No	5	4.27%	3.2%
Not Sure	16	13.68%	7.6%
Not Answered	0	0%	1.9%

LAC largely know who to contact if they are worried or need more information about their health; notably, a slightly larger proportion of LAC was unsure about this question than in 2019.

21: Do you feel able to trust Doctors, Nurses and other health professionals who provide your health services?

Option	Total	Percent
Yes	104	88.89%
No	13	11.11%
Not Answered	0	0%

This question was not presented in the 2019 questionnaire, so no comparison on previous years can be drawn. Nearly nine in ten LAC feel able to trust health professionals.

If you selected no, please could you provide suggestions on how this could be better?

22: Have you experienced bullying in any way in the last year?

Option	Total	% 2020	% 2019
No	61	52.14%	60.8%
Yes, in School	30	25.64%	26.6%
Yes, outside school	6	5.13%	3.2%
Yes, at my foster home	4	3.42%	3.8%
Yes, online	7	5.98%	0.5%
Not Sure	9	7.69%	3.8%
Not Answered	0	0%	1.3%

A remarkable difference can be noted in the answers to this question in the proportion of LAC who report not having experienced bullying in the last year from 2019. This corresponds to a notable increase in the “Yes, online” category, and a smaller increase in the number of LAC who are not sure about the question.

23: Do you know what you can do about bullying?

Option	Total	% 2020	% 2019
Yes	95	81.20%	88.6%
No	6	5.13%	5.1%
Not Sure	16	13.68%	1.9%
Not Answered	0	0%	4.4%

A similar result to question 22 can be observed in this question, with a much larger proportion of LAC being unsure about whether they know what they can do about bullying than in 2019. This change is fed by a reduction in the proportion of LAC who did not answer the question, but also by a reduction in the proportion of LAC who are positive they know what they can do about bullying.

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

Option	Total	% 2020	% 2019
1 - Strongly Agree	11	9.40%	12.7%
2	9	7.69%	
3	17	14.53%	7.6%
4	14	11.97%	74.7%
5 - Strongly Disagree	65	55.56%	

Not Answered	1	0.85%	5.0%
---------------------	---	-------	------

The 2020 survey reports a remarkable decrease in the proportion of LAC who disagree/strongly disagree that they ever felt like was putting pressure on them to text, chat or act in a way that made them feel uncomfortable. Nearly one in five LAC report having felt pressured to text, chat or act in a way that made them feel uncomfortable. There is also a remarkable increase in the proportion of LAC who are neutral about this question, mostly fed by a reduction in the proportion of LAC who did not answer the question.

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

Option	Total	% 2020	% 2019
Yes	98	83.76%	85.4%
No	9	7.69%	8.9%
Not sure	10	8.55%	3.8%
Not Answered	0	0%	1.9%

No remarkable change can be observed for this question from the previous year.

26: Do you know who to contact if you have a problem with?

School/Colleges

Option	Total	% 2020	% 2019
Yes	104	88.89%	91.8%
No	13	11.11%	7.0%
Not Answered	0	0%	1.2%

No remarkable change can be observed for this question from the previous year.

Health

Option	Total	% 2020	% 2019
Yes	104	88.89%	89.2%
No	13	11.11%	8.9%
Not Answered	0	0%	1.9%

No remarkable change can be observed for this question from the previous year.

Money/Finance

Option	Total	% 2020	% 2019
Yes	88	75.21%	75.3%
No	29	24.79%	23.4%
Not Answered	0	0%	1.3%

No remarkable change can be observed for this question from the previous year.

Feeling Safe

Option	Total	% 2020	% 2019
Yes	104	88.89%	91.8%
No	13	11.11%	6.9%
Not Answered	0	0%	1.3%

No remarkable change can be observed for this question from the previous year.

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

Option	Total	% 2020	% 2019
Yes	67	57.26%	71.5%
No	21	17.95%	12.7%
Not Sure	29	24.79%	13.3%
Not Answered	0	0%	2.5%

In 2020, a smaller proportion of LAC reported that they would know how to complain about the services they receive or a worker. This change in proportion is reflected in the “not sure” category, selected by one in four respondents. No remarkable change in the “no” category points to LAC reporting less confidence than last year in their knowledge around complaints.

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

Option	Total	% 2020	% 2019
1 - Strongly Agree	49	41.88%	73.4%
2	21	17.95%	

3	30	25.64%	14.6%
4	7	5.98%	8.2%
5 - Strongly Disagree	10	8.55%	
Not Answered	0	0%	3.8%

In 2020, a smaller proportion of LAC reported that they would feel able to complain about the services they receive or a worker if they needed to. This change in proportion is reflected in the “not sure” category, selected by one in four respondents. The change in the response categories offered to respondents prevents a full comparison of responses, but the change does point to a lesser level of confidence that LAC would feel able to complain about the services received, even if they needed to, compared to 2019.

If you selected above 3, please tell us more

29: Have you heard of Finding your feet?

Option	Total	% 2020	% 2019
Yes	19	16.24%	19.0%
No	80	68.38%	67.7%
Not Sure	18	15.38%	11.4%
Not Answered	0	0%	1.9%

No remarkable change can be observed for this question from the previous year.

30: Do you know about the Councillor’s Bursary Scheme?

Option	Total	% 2020	% 2019
Yes	10	8.55%	26.6%
No	82	70.09%	61.4%
Not Sure	25	21.37%	9.5%
Not Answered	0	0%	2.5%

A remarkable change in proportions can be observed across all categories compared to last year, with less than one in ten LAC reporting they knew about the Councillor’s Bursary Scheme. The 2019 question did not include the word “Councillor”; this might be a factor influencing proportions, and given the difference in the questions a full comparison is not possible. It would however be important to investigate how the bursary scheme is promoted to LAC, and whether informative material on the bursary includes the word “councillor” or not.

If yes, what difference did it make to your life (if any)?

31: Would you like the Care Council Magazine sent to you electronically?

Would you like the Care Council Magazine sent to you electronically?

Option	Total	Percent
Yes	33	28.21%
No	68	58.12%
Not Sure	16	13.68%
Not Answered	0	0%

This question was not included in the 2019 survey, and no comparison can be drawn. Over one LAC in two would not like the Care Council Magazine sent to them electronically.

If yes, please tell us the best way to send this to you

Option	Total	Percent
Email (confirm email address to use in text box below)	18	54.5%
Via worker / carer (confirm email address to use in text box below)	6	18.2%
Website	2	6.1%
Other (please state alternative in text box below)	7	21.2%

The majority of LAC who would like the Care Council Magazine to be sent to them electronically would like to receive it through their email address.

32: Do you feel that Surrey Police listens to young people and meets their needs?

Option	Total	% 2020	% 2019
1 - Strongly Agree	35	29.91%	32.3%
2	16	13.68%	
3	42	35.90%	53.2%
4	14	11.97%	11.4%
5 - Strongly Disagree	10	8.55%	
Not Answered	0	0%	3.2%

A remarkable change in proportions can be observed at both ends of the spectrum for this question; more LAC than in 2019 feel that Surrey Police listen to young people and meet their needs, but also more LAC than in 2019 disagree/strongly disagree with this statement. The

change in proportion is driven largely by a decrease in the neutral/don't know category, pointing to LAC having a more fully formed view around Surrey Police than they did in 2019.

If you selected above 3, please tell us how they could do this better?

33: Would you contact the police if you needed to?

Option	Total	% 2020	% 2019
Yes	87	74.36%	82.3%
No	10	8.55%	8.2%
Not Sure	20	17.09%	7.0%
Not Answered	0	0%	2.5%

A remarkable decrease in the proportion of LAC who would contact the police if they needed to is noticeable in the 2020 survey. A corresponding increase in the "not sure" category can also be observed. No change in the "no" category points to attitudes having potentially somewhat shifted from positive to unsure on this question.

34: If you ever felt you had no option but to run away, what do you think the police could do to help keep you safe?

35: Have you seen any Surrey Police social media videos or posts?

Option	Total	Percent
Yes seen the Targeted. Tested. Trapped. #SeeTheBiggerPicture'.	9	7.69%
Yes but not the one mentioned	16	13.68%
No	61	52.14%
I don't use social media / not applicable to me	23	19.66%
Other	8	6.84%
Not Answered	0	0%

This question was not included in the 2019 survey, so no comparison can be drawn. Nearly three out of four LAC who responded to the survey either do not use social media or have not seen Surrey Police social media videos or posts.

If you selected other, please tell us more

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

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

1: Do you live in Surrey?

Option	Total	% 2020	% 2019
Yes	79	67.52%	59.5%
No	30	25.64%	38.6%
Not Sure	8	6.84%	1.9%
Not Answered	0	0%	0%

A greater proportion of LAC have declared they live in Surrey compared to 2019; the change is reflected in a corresponding decrease in the “no” category, but also in a small increase in the “not sure” category. This points to a higher proportion of LAC potentially living in Surrey compared to 2019, but also to slightly greater uncertainty about their location.

If not sure, please tell us your nearest town

If you answered yes, please tell us what area of Surrey do you live in?

Option	Total	Percent
Woking	15	12.82%
Guildford	21	17.95%
Waverley	3	2.56%
Surrey Heath	0	0%
Runnymede	2	1.71%
Spelthorne	7	5.98%
Elmbridge	6	5.13%
Epsom and Ewell	4	3.42%
Reigate and Banstead	15	12.82%
Tandridge	2	1.71%
Not Answered	42	35.90%

2: Are you ?

Option	Total	% 2020	% 2019
Male	48	41.03%	55.1%
Female	62	52.99%	44.3%
Other	3	2.56%	
Prefer Not to Say	4	3.42%	0.6%

Not Answered	0	0%	
---------------------	---	----	--

The change in the demographic group of respondents means that the cohort of respondents is now less representative of the Surrey LAC population compared to 2019.

3: Which age groups do you belong to?

Option	Total	% 2020
8 - 12	48	41.03%
13 - 15	32	27.35%
16 - 18	37	31.62%
Not Answered	0	0%

Age categories were defined differently in the 2019 survey, and therefore no comparison can be drawn. Age groups are also defined differently in the current LAC population data, meaning it is not possible to fully determine whether the respondent profile is representative of the population. In the future, greater alignment between the question and the way data about the LAC population is recorded will enable this comparison to be made. Largely, the respondent profile by age seems to approximately reflect that of the overall LAC population.

4: Do you consider yourself to have a disability or additional needs (such as ADHD, OCD, Mental Health etc)?

Option	Total	% 2020
Yes	37	31.62%
No	58	49.57%
Prefer not to say	22	18.80%
Not Answered	0	0%

The question was asked differently in 2019, i.e. did not include a reference to additional needs. On this basis, results are not comparable. Data on the LAC population for this question is also currently unavailable for comparison.

5: Please specify your ethnicity (Origin).

White

Option	Total	% 2020	% 2019
British	88	73.3%	71.5%
White and Black Caribbean	1	0.8%	3.2%

Surrey County Council

White and Black African	5	4.2%	4.4%
White and Asian	2	1.7%	1.9%
Pakistani	2	1.7%	0.6%
Caribbean	1	0.8%	
African	5	4.2%	5.7%
Other	1	0.8%	
White - Other	2	1.7%	
Mixed – Other	7	5.8%	
Asian - Other	4	3.3%	0.6%
Black - Other	2	1.7%	
Not answered	0	0.0%	7.0%

No remarkable change has occurred in the ethnic composition of the respondent cohort. It is currently not possible to determine whether the composition of the cohort matches that of the overall LAC population, as data is not readily available. Notable changes are in the emergence of the “mixed-other” category that had no respondents in 2019, and in the “not answered” category, which was not selected by any respondent.

If you have selected other to any of the above options, please specify