

Annex 14 – Written submission from Jamie-Leigh Clark, Assistant Manager, User Voice and Participation, dated 27 July 2020

Benjamin Awkal

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From: Jamie-Leigh Clark  
Sent: 27 July 2020 14:00  
To: Benjamin Awkal  
Subject: CYP feedback

Follow Up Flag: Follow up  
Flag Status: Flagged  
Hi Benjamin,

I hope you're well.

As promised, please see below feedback from our CYP groups which we can discuss in more detail when we meet next week.

Feedback from the Care Leavers Forum – 18-25 year olds.

### No Wrong Door' consultation - one off agenda item

1. What are/were your needs and goals as a looked-after child or care leaver?
2. As a care leaver or looked-after child, what stopped you from having your needs met/achieving your goals?
3. If you were responsible for the services supporting young people who are at risk of entering care, are looked after or who have left care, what would you do differently?
4. What do you think of when you hear the name no 'No Wrong Door'?

#### Question 1:

- My needs were met by my local authority at the time because they "found me a family that is very caring, I felt needed a caring family and this need was met". (23)
- "My goals and needs, were around personal support. I wasn't in the right place and needed help going independence. Surrey done everything they can with my housing .... we had to push but support has been good." (18)
- "I wanted to go to Uni after college, but I thought of giving up due to lack of consistent support from social services. I am currently studying business studies and marketing. I feel that care leavers are disadvantaged in terms of future opportunity. I am in the process of starting a business and looking for support around, financing, mentoring has been difficult - don't know where to look." (E)
- "I've still stayed put in the same home for past 11 years – I needed support from Virtual school in the past and they provided this". (19) They were able to identify my dyslexia through thorough reports that explained the support then available.

#### Question 2:

- "I would have appreciated support on mentoring, financial. I study business and marketing, advice and guidance on business models and how to set them up is very useful" (E) – Team to look into opportunities to support/connect to industry expertise
- "Social services in Scotland weren't good and misjudged a situation where I was lied to and torn from my family" (23) – there were a lack of honesty from the Scottish local authorities
- "In foster placement I got referred and walked out of sessions – intervention at the right time that is my pace" (18) Social services need to adopt better practices so that they can provide support at the right time and in the right way.
- "It took a very long time to gain my SEND report – the longer this takes the less support I was able to access". For an important report (S.E.N.D) the process is too lengthy and often confusing. This view is widespread

#### Question 3:

- "I would change how closely you work with young people – together you should work closely to figure out what's wrong, in order to work on it together. I feel despite their efforts, as a SW/PA you can be there but not always way – work with us!" (18) – (19) also felt the same as this young person
- "I would get supportive towards my parents and get my mum help" – support for me that would have allowed me to support my mum. (23)
- "For those involved in the care of all young people to be empathetic towards they young people" (19)

#### Question 4:

Young people prefer these terms:

- "it sounds quite misleading, overpromising and unrealistic (18)
- "I am not q big fun of the name, a bit misleading "I think it is making it sound like a negative situation" (19)

Feedback from Care Council – 13+.

#### Question 1:

- "Meet all of my needs, even just basic needs like food, water and shelter". Care leaver, 18
- "Keeping my basic needs and support as best as you can. E.g. A CYP with SEND will need additional support". Care leaver, 19
- "I never had any goals as I never thought I would be in this situation. Again, I would just like my basic needs met". Care leaver, 18
- "Referrals to CAMHS as soon as possible, we need to act sooner. Care leaver
- All CYP agree that MH needs should be identified and addressed much sooner.

#### Question 2:

- “All of my needs have been met apart from a few miscellaneous”. Care leaver, 18
- “I have been lucky, I have nothing to add” Care leaver, 19
- “Foster carers can hold you back. I had one FC who treated me like a child because she never had children and this held me back. She tried to keep me away from my birth family”. Care leaver, 18

Question 3:

- “Unannounced visits are so important. They should always do this throughout care, including before and during care. Foster carers blitz the house before the SW arrives. Then the SW can see the reality”. Care leaver, 18
- “I agree that they should have more unannounced visits too and more support for foster carers as they do not get as much support. Especially when the YP turns 18, the FC has no support after that”. Care leaver, 19
- “More visits from social workers and further digging into making sure a FC is actually good as it could be an act”. Care leaver, 18
- “More monitoring of parents, carers and the voice of the child to be most important”. Care leaver, 18

Question 4:

Young people prefer these terms:

- “I think it should be something like ‘Only One Door’ or ‘Only One Stop’. It’s a bit like make up brushes. You have your make up brush pot, you take out the power brush and you have other brushes that all make you look nice. One brush does one thing, another brush does another, but all the brushes have the same goal. To make you look pretty / make your life better. Brushes last long and don’t need replacing, just like workers should”. Care leaver, 18
- “There are sometimes wrong doors, you could open a door, and something bad could happen” Care Leaver, 19
- “for me I’d say it’s a new chapter not a new door as you are starting a new chapter as you don’t need to go back to the past” Care leaver, 19
- The young people agreed that whatever the name is, it should have ‘one’ in as this seems to be the point of the new model.

Kind Regards

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