

**From:** Natalie Carter [REDACTED]  
**Sent:** 21 May 2013 21:47  
**To:** Coke, Paul  
**Subject:** Pledge feedback from CICC members

**Follow Up Flag:** Follow up  
**Flag Status:** Red

Hi Paul

As requested the CICC discussed the Pledge at the meeting this evening. 13 members turned up to the meeting and gave their honest opinions on how they feel the department has honored its promises within the pledge.

It was a great meeting with young people really engaged in discussions about the promises and of course their honesty towards how they feel and how they know other young people in care feel. They did not hold back on their feelings at times but did all share and agree on the same things which I hope are clearly noted below.

## **1. We promise to work to help you to develop healthily by ....**

### **Good**

- Activities that are provided contribute towards them keeping fit / healthy however access to the activities are limited and they would like more spaces available as they feel some LAC miss out on the activities provided.
- They feel they are supported to have regular health checks / dental checks by social workers, foster carers and reviewing officers.

### **Not so Good**

- Helping to keep fit and healthy and giving you the resources and information, the CICC felt that more could be done to help keep them fit and healthy, they did not feel they were given resources or information to best equip them to develop. I.e. Gym memberships or discounted sessions would be useful.
- All members did not feel social workers support them in all aspects of their development (they feel social workers do not spend enough time with them to be able to support them to develop).

## **2. We promise to do everything we can to keep you safe and feel important to us while in care by....**

### **Good**

### **Not so Good**

- Staff are not available when needed
- YP do not feel involved in decisions / plans

- Most YP in the group have had lots of social workers especially those who have been in the care system for longer periods of time. They felt this was not good practice as they know their previous social worker still works in the LA. Change of social worker never explained reasons why this happens.
- YP never receive a phone call back within 24 hours/ social workers also call when yp are at school and college and they are not available to answer.

### **3. We promise to help you reach your dreams while in care by...**

#### **Good**

- good in celebrating achievements i.e. awards events
- Extra tuition is provided (please see not so good)
- They felt they were given opportunities available to people who were not looked after
- Opportunities are given to young people across the teams
- Translating Dictionary given to those YP who's first language is not English. We have two members who were given dictionaries and they told the group how they found this very useful and how they still use this resource.

#### **Not so Good**

- Quality of the tutoring provided is poor and the tutors do not listen or understand the needs of the young people/ some felt it was irrelevant to have the tutoring if the tutor was not capable of providing a quality service. ( they felt the quality of tutors needs to improve)

### **4. We promise to prepare you for adult life and leaving care by...**

#### **Good**

- Practice has improved in relation to staying with friends and relatives, however some felt it depended who your social worker is.
- they felt access was easy to positive activities etc. libraries where exist are easier to use and access.

#### **Not so Good**

- Access to mentors could be improved
- Need to improve voice being heard through the LA especially around moving placements. Different departments with the LA need to hear LAC voices and listen to what they want. Consultation with the CICC from different departments would be good. Supported lodgings recently attended the CICC meeting to discuss their services they offer, aftercare have attended in the past and health. The CICC feel they could be involved in consultations from the departments within he LA.

### **5. We promise to prepare you for adult life and leaving care by.....**

**Good**

- Felt supported financially overall until claiming benefits , this was not an area all members of the CICC have experienced. They felt whilst in foster care they were financially supported by their carer and this met their expectations overall.

**Not so Good**

- Some YP have had issues getting funding for transport to college so do not feel totally supported.
- All YP should leave care with relevant documentation ie passport / copy of birth certificate and support to obtain other ID such as provisional. This helps with future applications and proof of ID.

If you have any questions please do not hesitate to contact me.

Kind regards

**Natalie Carter**  
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**Service Manager & Advocate (YPLA)**



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