



Cheshire East

TOGETHER for Children
and Young People

Together we will make Cheshire East a great place to be young

Cared for Children Survey

June 2022



Cared For Children Survey 2022 Report

Survey Methodology:

The Cared for Children's survey took place from 1st May 2022 until 17th June 2022. 80 surveys were submitted and of those 47 were completed surveys were received. The survey was accessed by children, young people and their carers using a website link or QR codes. This was promoted to children, young people and their carers via their social workers, IROs, by social media platforms and newsletters. We also hosted a range of activities, drop-in sessions and 123 children, young people and carers were contacted on the telephone. This was done to offer opportunities to as many Cared for Children as possible so that they can shape services and to be as inclusive as possible. The survey was completed by children, young people and carers advocating for young people. The survey was for young people from newborn up to the age of 18 years old. We made it accessible by offering virtual and paper copies, we did group sessions for discussions, early years sessions. We did easy scaling questions and using emoji scaling questions. Young people had been involved in the design of the survey.

Aims of the Survey:

- To give children and young people the opportunity to have their voices heard
- To give children and young people the opportunity to shape the service and support they receive
- To improve services for all children and young people that are cared for

The following report summarises responses to this survey:

On a scale of 1-10 (1 being rubbish and 10 being fantastic) how would you rate the support you have received from your Social Worker?

Here are the results of this question with a comparison to last year's survey (green highlights an improvement, amber highlights the same score, red highlights less):

Score	2021	2022
10/10	43%	25.5%
6-9/10	39.3%	42.6%
5/10 and below	17.7%	32%

How could this score be improved?

- Better communication on plans moving forward



- Idea on what is happening or potentially going to happen
- Phone email anything is better than nothing
- Getting info second hand is not conducive to a good working relationship
- Listen more
- actually speak to him
- volume of work for staff
- Communication so I know what's going on. Unanswered calls from social worker
- being on the end of the phone when I need it, whatever issue I need.
- answering email quickly
- More contact from support.
- More communication.
- More communication with regards to the child's plans
- Honesty. Keeping to commitments. Social worker let us down
- More communication. Less change of social workers.
- Actually listening to the children.
- better communication but understand how busy she is.
- respond quicker
- doesn't listen to me, have to repeat everything to him that i have told my teacher
- faster coming back to voicemails
- to have seen/spoken to the social worker more than once since 4 months.
being able to get in touch with her. I left a message for my social worker 12 days ago and not heard of her yet and today's the 30th.
- I don't know. I'm not sure he understands what his social worker is for.
- Coming more often
- good social worker for the child, maybe a little more transparency
- ambivalent attachment disorder nothing is ever perfect from child's perspective
- Better communication. I have to do a lot of chasing to get answers to questions.
Also chasing nursery fees all the time too.
- the help has not been good. when I've asked them to find out information (contact times and date, court dates) and she never got back with either of them despite saying she would email when she got to the office.
- they didn't tell me what I was entitled to financially and I had to fight them for what I was entitled to.
- Not enough contact with social worker. Child really upset about that. More contact.
No response from social worker
- My social worker keeps changing and my family contact is poor

Positive comments about Social Workers:

- EXCELLENT STANDARD OF SUPPORT. KNOWN FOR 7 YEARS. WORKING TIRELESSLY
- No, good social worker
- At the moment she's being listened to.
- Always there if we need her. Child knows she can contact her.
- Large improvement compared to previous social worker



- No, excellent social worker

Do you feel listened to by your Social Worker?

Score	2021	2022
Always	67.5%	57.45%
Sometimes	26.2%	31.91%
Never	6.3%	10.64%

Do you feel confident in contacting your Social Worker?

Score	2021	2022
Always	63.2%	54.35%
Sometimes	21.1%	30.43%
Never	15.8%	15.22%

Recommendations from Cared for Children from themed workshop:

For social workers to return calls to young people within 48 hours

For social workers to send text message to young people to tell them when they are going on annual leave, when they will be back in the office and the duty number to contact whilst they are on leave.

Make children and young people aware of what they are entitled to e.g. when coming into care, complaints, gym memberships etc

Actions and Pledges from Cheshire East as a result of recommendations:

Communicate with children and young people within 48 hours of them contacting you

Contact children and young people when going on leave with return dates and duty number

Placement planning meetings to take place within 3 working days of children coming into care

When coming into care was it clearly explained to you what was happening?

Score	2021	2022
Yes	27.6%	32.61%
Unsure/Don't Know	42.1%	41.3%
No	30.3%	26.09%



Do you know what a Cared for Review/Pathway Plan Review is?

Score	2021	2022
Yes	72.7%	57.45%
No	27.3%	42.55%

Do you attend your Cared for Review/Pathway Plan Reviews?

Score	2021	2022
Yes	30.4%	34.04%
Sometimes	44.3%	31.91%
No	25.3%	34.04%

What do you gain from attending your Cared for Review/Pathway Plan Reviews?

- been able to have a say
- Information
- i know whats going on in the future
- hearing what my teachers have to say
- background and bigger picture for the child
- I know what people talk about my plan and what is happening
- I get to say the changes i want to happen and say what's going well. I don't always attend because I get put on the spot and don't always know what a meeting is for. I have been listened to because I got to see my mum when I asked to.
- What's happening in the future
- likes the positive feedback
- To see what's happening next for the child
- Knowledge of what's going on in his life. Being able to speak out and ask questions.
- A bit of clarity and a bit of upset. Still processing it.
- I know what's going on in my life
- I don't feel as worried as what the next step is.
- Other people's opinions. I am doing the best thing for the foster carer and having my views listened to
- I know what I need to improve on and what's going well.
- seeing her parents, being placed at the centre of attention
- gets her voice heard. Started to say about what she's feeling. Social worker linked to both siblings, so this helped connection
- not sure, I do feel better. I feel listened to
- Feels included re decisions
- I got the school money sorted out attending those meetings



- Important information that assists with the care of the child, and to help support them.
- Gets to say what she wants but doesn't always get what she wants.
- The support she needs

If you don't attend your Cared for Review/Pathway Plan Reviews, why not?

- don't know what they are
- Never had one
- not had one yet
- doesn't want to. Confidence
- Not interested
- wouldn't understand
- not sure why. Could be because of their ages
- in school or too young
- I don't want to see my mum and she is there
- He's never been invited
- Because I have not been invited
- never been invited.
- Never been involved in that

How can we support Children and young people to attend their Cared for Review/Pathway Plan Reviews?

- Never had one. Feels service is all rubbish. Organising is rubbish. No communication. Poor planning. No response. Cancelling end of year review. Ticking boxes and paperwork. Sent on courses that aren't relevant. Feels not looking at the happiness of the child
- Us and social worker explaining the transition coming in next few years. And communicate via birth family
- no would lead to a lot of confusion. So much going with family and siblings
- don't let my mum go
- Invite me and have it when I'm not at school
- Invite me
- tell me when it is. invite me to attend
- Let me know when they are

Do you feel listened to at your Cared for Review/Pathway Plan Reviews?

Score	2021	2022
Always	70.2%	61.29%
Sometimes	26.3%	32.26%
Never	3.5%	6.45%



It's important to note here that in both 2021 and 2022 only 2 responses states that they never felt listened to. But as the sample for the 2022 survey was lower it has a higher percentage.

Is there anything your Independent Review Officer (IRO) can do to make your reviews better?

- Information to my foster carer E.g. if something changes or is cancelled.
You cannot give too much info/communication
- if I could see a copy of my cared for plan
- I don't know who they are
- see me more often
- Take more notice of what the family are saying. When child gone missing feels that not been followed up properly when child was in their care. Quick to point the fingers at the family
- Looking at alternative methods of communication for child with autism/additional needs. Direct q's not helpful. Only sees twice a year so no rapport
- She was initially going to come before but then cancelled.
she then said shed visit after but not happened.
would have been better if the visit beforehand had actually happened.
- no not really
- Child puts forward her views but frustrated with limitations

Positive comments about IROs:

- No she's a funny person. Dawn Walker is my IRO. I'd like things to be explained better - like what meetings are for
- Not really quite happy with how things are
- Only had one review so far. She was great. Sticking up for us
- I don't think there's much she can do to make them better.
- no happy with them
- no, hes great and positive.
- IRO is excellent goes above and beyond
- Our reviews with the IRO have always gone well. Any issues raised at the time have always been addressed.
- no great



Recommendations from Cared for Children from themed workshop:

For young people to be invited to all their reviews

Communicate with children and young people in a way that is suited to the individual, ask how they would like to be communicated with

Provide copies of reviews and plans to children and young people, make communication accessible

Make sure meetings take place in a space that children and young people feel comfortable, this means more might attend and be part of making decisions

Improve coming into care e.g. communication, support, visit/family time

Actions and Pledges from Cheshire East as a result of recommendations:

Training for staff around pathway plans, ensuring child-centered plans are written

Family time - new policy being launched very soon to ensure a consistent approach across Cheshire East

Consult with children and young people about appropriate spaces and methods of communication for each meeting about them

Further consultation about appropriate spaces for family time

Your Health

	2021	2021	2021	2022	2022	2022
	Yes	No	Unsure/Don't know	Yes	No	Unsure/don't know
I have someone to talk to if I have concerns/problems with my health	87.34%	5.06%	7.6%	87.23%	2.13%	10.64%
I have had a health assessment	79.75%	1.26%	18.99%	78.72%	10.64%	10.64%
I know what a health assessment is	73.42%	11.39%	15.19%	78.72%	12.77%	8.51%
I know who my School Nurse or	55.13%	28.21%	16.66%	38.30%	40.43%	21.28%



specialist Cared for Nurse is						
I know how to contact the Cared for Children's Health team	29.49%	46.15%	24.36%	27.66%	59.57%	12.77%
I am involved with writing my health plan	35.44%	29.11%	35.44%	19.15%	48.94%	31.91%

Would you like to have a leaflet to read before a health assessment?

Score	2021	2022
Yes	22.8%	39.13%
Unsure/Don't know	27.8%	23.91%
No	49.4%	36.96%

Would you like to be more involved with your health plan?

Score	2021	2022
Yes	28.6%	38.3%
Unsure/Don't know	29.9%	25.53
No	41.6%	36.17%

Is there was anything that the Cared for Health Team / Cared for Nurse can do to help young people be more healthy?

- moving from east to west. communication has fallen down between the two.. let down by Education system between the 2 boroughs. health needs met but very slow and some appointments not offered
- No lost faith
- let me know i can have a free gym membership
- introduce themselves. Carer didn't know they existed
- speaking to them
- yes, my little boy is ill and hes been in hospital so many times. hes still not had a diagnosis.
I need someone to advocate for me and find out if there is somethings wrong with him so that we can help him.



- unsure yet as first review is booked but taken place

Recommendations from Cared for Children from themed workshop:

For the Health Team/Cared for Nurse to contact us to introduce themselves and provide contact details if we need them

Introduce leaflets before health assessments

Communicate the local offer more e.g. free gym membership for cared for children

Involve children and young people more in the health plan

Actions and Pledges from Cheshire East as a result of recommendations:

CPOG to consider leaflets, information and consultation in coming to care

Promote local offer at all events for cared for children and review regularly with cared for children

Anything Else

The final part of the survey asked if there was anything else the young people would like to tell us. Their responses were:

- As previous page
 Need to tailor for different age ranges in all aspects of their process there is not a one size fits all from birth to 18
 From our assessment process as carers to these questionnaires
 Need to communicate much better
- Change of social worker made a big difference. lack of knowledge transferred about his needs.
- No. Not a big fan of Cared For support
- to involved the child more before a plan is put into place. So they are kept informed
- Excellent service for S/ services as know social worker a long time
- Could do with more updates about the future as getting confused seeing family members



- More financial support.
Being threatened with returning back to residential as not attending school.
Massively let down by social services
- based on the first social worker she didn't support me and got to know us before she judged us. no contact unable to get hold of her. Feel there was little concern. Feel totally unsupported. Alleged Social worker lied to police about carers behaviour and making up stories about incident at hospital. Lots of feedback of bad practice on social workers' behalf.
- children want to keep knowing when their brother is coming home
- i want people to listen to me and not make me see my mum
- no, just a general shortage of social workers and their workloads. more social workers would be good.
- timescales - my case should have been closed last October - social services weren't giving the right information by the right dates and communication was bad so court cases kept being pushed back.
- Children find additional input annoying. They're teenagers and not that interested but go along with meetings etc as a matter of course
- She's happy. Knows she has good support in place
- I felt pressured to have contact with his mum at my house because I am his aunty. I feel this should be his safe place and they pressured me to do it here
- lack of communication

Recommendations from Cared for Children from themed workshop:

To know about all services – like the apprenticeship help from Duncan Allen. I wouldn't have known if I didn't attend My Voice and they did a referral.

Actions and Pledges from Cheshire East as a result of recommendations:

Develop catalogue for young people of services and support, easy access for cared for children

