Summary: This report provides members with an overview of the Care Leavers Survey, undertaken in October 2019.

Recommendation: The members of the Corporate Parenting Panel are asked to NOTE the results of the Care Leavers Survey 2019.

1. Introduction

1.1 The Care Leavers Survey was originally identified as a piece of work within the Accelerating the Pace Plan. During October 2018 an on-line survey was promoted and made available to young people receiving the Care Leavers 18 plus Service. The survey was designed to understand the level of satisfaction within the service and identify areas where improvement is required. In October 2019 this survey was repeated, as it was set out in the service business plan that an annual survey would be undertaken as part of national Care Leavers Week. This report provides an overview of this recent survey and an evaluation of progress made between the two surveys.

2. Background

2.1 The Care Leavers Service commissioned Strategic Commissioning Analytics to carry out a survey of young people supported by the service to determine their level of satisfaction with the service they receive and to highlight any issues which could inform service improvement in the future.

2.2 The survey was co-designed by the Young Adult Council, following a consultation with them on which were the most important issues and the survey should focus.

2.3 The survey was delivered on-line and the software used for the survey ensured this was suitable for and easy to respond to on mobile phones. The survey was delivered as a multi-lingual survey available in the following languages: English, Arabic, Tigrayan, Kurdish, Vietnamese and Pashto.

2.4 The survey was live for 3-weeks between the end of October 2019 and beginning of November 2019. The survey was also available on the Kent Cares Town website and was promoted to young people by their Personal Adviser.

2.5 There were 159 respondents, 62.9% were male and 37.1% were female.
3. Outcomes

3.1 Young people who are Care Leavers have good relationships with their Personal Advisors with 77.6% of respondents rating their relationship as either 4 or 5 stars. 5 stars was the highest scoring grade available.

3.2 Young people who are Care Leavers receive help for a range of issues and are positive about the help they receive with 70.9% of respondents rating the quality of help as either 4 or 5 stars.

3.3 93.2% of respondents knew how to contact their Personal Advisor and 72.7% had seen their Personal Advisor in the last month.

3.4 Young people within the Care Leavers Service were less positive about their Pathway Plan with 56.0% rating their plan as either 4 or 5 stars. Female young people in particular are highlighted as wanting to be more involved in the development of their Pathway Plan.

3.5 Care Leavers' satisfaction with their current placement was mixed with 46.5% of respondents giving a 4 or 5-star rating. Issues raised included the standard of accommodation, being moved on frequently and wanting to live closer to work/college.

3.6 However, Care Leavers have a less positive relationship with the people they live with compared to last year, with 54.2% of respondents giving a 4 or 5-star rating.

3.7 Levels of awareness of schemes and entitlements that are available to support young people was mixed. There were particularly low levels of awareness of the Rent Guarantor Scheme with 40% of respondents reporting that they ‘don’t know anything about it’. This was a pilot scheme, launched in June 2018 and was not a scheme that would be appropriate for all young people. The Rent Guarantor Scheme is now being fully implemented into our Care Leaver Local Offer, so this will be widely communicated to all young people.

3.8 39.2% of young people felt the service has improved over the last 12 months compared to 10.8% who felt it has got worse.

3.9 Respondents who gave a positive rating of their overall experience of the Care Leaver service reported the following unprompted reasons for their high scores which have been themed as follows:

- The Personal Advisor is friendly/helpful/kind/caring
- The Personal Advisor responds quickly
- The Personal Advisor advice is beneficial and constructive
- The Personal Advisor goes above and beyond

3.10 Respondents who gave a negative rating of their overall experience of the Care Leaver service reported the following unprompted reasons for their low scores
which have been themed as follows:

- Don’t hear from the Personal Advisor often
- The Personal Advisor doesn’t support my needs/do things they’re supposed to do
- Don’t see the Personal Advisor often/would like to see them more
- Poor communication

4. Analysis

4.1 Personal Adviser Relationship

Of all 159 respondents, 86.8% reported that they had a Personal Advisor, whilst 3.8% said they hadn’t and 9.4% didn’t know. It is difficult to know why nearly 10% of respondents reported not knowing if they had a Personal Adviser; it is possible that there had been a Personal Adviser change, but this should not account for this number of responses. We need to ensure that each young person is aware of who their Personal Adviser is, by putting this in writing to them.

Young people rated their relationship with their Personal Advisor highly. The Survey shows that 59.2% of respondents recorded a 5-star rating and 18.4% a 4-star rating. Therefore 77.6% of respondents recorded their relationship as positive, whilst just 8.0% recorded the lowest rating. A number of respondents provided very full responses in praise of particular staff members, detailing how their Personal Advisor had helped them overcome a range of issues and provided emotional and practical support.

4.2 Pathway Planning

Respondents who gave a positive rating of their Pathway Plan reported the following unprompted reasons for their high scores which have been themed:

- The plan is accurate/realistic/structured
- The plan helps me/gives me an understanding
- The plan addresses everything I need
- I had a role in creating the plan

Respondents who gave a negative rating for their Pathway Plan reported the following unprompted reasons for their low scores which have been themed:

- The plan is not carried out
- The plan is not relevant/understood/boring
- Don’t have a Pathway Plan/Haven’t seen it for ages

It is important that we continue to improve the satisfaction rating for our Pathway Plans. The satisfaction rating has improved from the previous year, but the survey results still suggest some inconsistency in practice. We will hold further workshops and we hope to have our revised, young person ‘friendly’ version of the Pathway Plan ready in March 2020.
4.3 Accommodation/Placement

Respondents who gave a positive rating of their placement reported the following unprompted reasons for their high scores which have been themed:
- The accommodation is big/nice/spacious
- They enjoy living with friends/family/independently
- They receive support from the people they live with
- Good location

Respondents who gave a negative rating of their placement reported the following unprompted reasons for their low scores which have been themed:
- The standard of accommodation e.g. damp, broken doors, problems with heating/hot water
- The accommodation isn’t permanent
- They don’t feel safe in the accommodation
- They don’t like who they live with/would like to live independently

4.4 The survey showed that satisfaction with placement and accommodation is the one area that has reduced from our previous survey. This is a disappointment but reflects a wider issue in accessing quality accommodation options for our young people. The service has already responded to this feedback, we are recruiting Young Inspectors (Current young people within the service) to ‘inspect’ our accommodation. We are looking at a broader proposal to improve our accommodation offer to our young people; both in terms of choice and quality; including how we can improve our matching processes and how we can support our young people to achieve more stable accommodation.

5. Conclusion

5.1 There were 159 respondents to the survey which is a 10% response rate. While this is a low response rate it is not an untypical response rate for a survey. This was a slight improvement to the 9% response rate in the 2018 survey. It was pleasing to see that nearly 40% of our responding young people felt the service has improved over the last 12 months. This reflects the hard work of the staff and the greater stability within the service. However, the service recognises that based on the feedback from the young people, suitability and quality of accommodation needs to be the priority for the service for the coming year.

**Recommendation:** The members of the Corporate Parenting Panel are asked to note the results of the Care Leavers Survey 2019.

6. Background Documents: None
7. Contact details

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