

YOU SAID

WE DID

ASPIRATION

You told us that you didn't like being referred to in impersonal ways in reports and other documents written about you as it made you feel like objects or statistics.

IRO's are now writing all your decision sheets and summaries from your reviews directly to YOU, more in the form of a letter so that you are more personal. The feedback we have had is that you prefer the records of your meeting being written in this way.

Is for all documents that come to your review meetings as well as other documents to be written in this way and we will be working on that in the coming year.

You said that you don't like initials, either for you or that stand for other things, in anything written to or about you as you don't know what they mean and again de-personalises you. You also said that you don't like some of the language or words used to describe you, your family, your behaviours, or words that label you, your parents, or family.

In writing our decision sheets and letters to you, IRO's have been very mindful not to use initials, or to explain what they stand for or mean first, have stopped using words or initials like LAC, to always write directly to YOU using language that is age appropriate and sensitive, and not to use words or phrases that label you, your family or your behaviour.

Is to continue to work on improving how we communicate with you in writing and verbally and to involve the Junior and Teen CLICC in this.

You have told IRO's that you don't like having to read about your family history and the reasons why you are in care over and over again.

IRO's have listened to this feedback and now mostly write that the information about your family history and why you are in care is written in other or previous review documents and will not be repeated in the letters we write now.

Is to continue to improve writing more sensitively about why you are in care and why the plan is for you to either remain in care or go to live permanently with another family member or a family that is not your own. We also aspire to support other workers so that all documents that come to the review are also written to you in equally sensitive language.

You have been telling us for a long time that you get fed up completing consultation forms for your meetings that ask the same questions every three or six months, and therefore either don't complete it or write one word answers

We understand how frustrating and meaningless it must seem sometimes being asked the same questions over and over again. We have made a start by writing two age appropriate letters telling you when your next meeting is and inviting you to give your views and tell us about any achievements, things that make you happy or sad, and what you want to talk about in a way that suits you, for example writing a note, making a short video clip, drawing a picture, or even just filling in parts of the form that seem relevant for that particular meeting.

We have started talking to CLICC about exploring with you other ways we can get your views. IRO's are also thinking of ways to involve you in having more of a say in how your review happens and being more creative by taking part in short activities that you can choose at the beginning of the review. Examples of things you have suggested doing at the beginning or ending of your review include singing a song chosen by you, taking part in a simple quick drawing competition, building towers with spaghetti competition, asking the adults a question about themselves, or a poem or story written by you being read to everyone in your meeting.

Is to involve the Junior and Teen CLICC in helping us explore this more with you and coming up with a better tool that you would be happy to use to tell us about what it's like being cared for by someone else.

You said that you feel the transfer between teams and allocation of a Personal Advisor when you are preparing for living independently is not smooth or helpful. You also complained about a lack of relationship between you and your Personal Advisor and having to repeat and share all your information again because you don't get to meet your PA until you are nearly 18. You also said that the plan for you isn't always shared when the transfer from the team working with children in care up to your 18th birthday to the Through care Service which provides support to you beyond your 18th birthday takes place. This is also something that IRO's have become aware of and raised with team managers in individual cases.

The IRO Group Manager and Head of Service for both teams have discussed the need for a smoother transition between the services, an earlier allocation of the Personal Advisor to you, and an acknowledgement and agreement on how this could be improved. A review of the Through Care Service, which replaced the Leaving Care team, with the aim of you having the same social worker or PA from the age 14 to help make the transition to becoming an adult a more seamless and supportive experience, has taken place and a faster transfer procedure has been agreed that will benefit young people who are seeking asylum and need an age assessment to be completed. The IRO team will continue to bring to the attention of senior managers those young people who continue to have a delay in either being transferred to the Through Care Service or being allocated a Personal Advisor.

Is for a smoother and quicker transfer between different teams and allocation of PA's to be the routine, everyday experience for you and other young people as you manage the changes that come from being a young person in care to an adult, and all that entails, and clear pathway plans that gives you the information, support, and guidance you need to help you manage the responsibilities that come with being an adult, including opportunities to engage with education or training at whatever level is right for you, as well as avenues into employment.