**Audit - File Audit - SOS**

**Form Details**

**Form Start Date:** 14/10/2021

**Worker Name:** \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

|  |  |  |
| --- | --- | --- |
| **Person Details** | |  |
| **Name:** \*\*\*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\*\*\*\*\*\*\* | **CareFirst ID:** |  |
| **DoB / EDD:** | **Gender:** | Male |
| **Address:** | **Tel No:** |  |

**Child's Experience**

**Please start with a summary of why we are involved with the child, including their name, age, whether they are at home or in care and their legal status.**

\*\*\*\*\*\* you were referred to children's services on the evening of \*\*/\*\*/\*\*\*\* after you were Police Protected following a lorry driver contacting police to tell them he had found you in the back of a lorry which he had driven from France. You informed police you were aged \*\*, and were born in \*\*\*\*\*\*\*\*\*\*\* though had left to travel to Europe on your own with no adult to care for you.

You stayed for one night with emergency foster carers and the following day had to be moved to another placement. This was a difficult experience for you and you moved to another carer without washing or eating much food. At your first review as a child Looked after you were able to share that this was difficult, and your IRO shared this worry and asked for an explanation why this had been your experience.

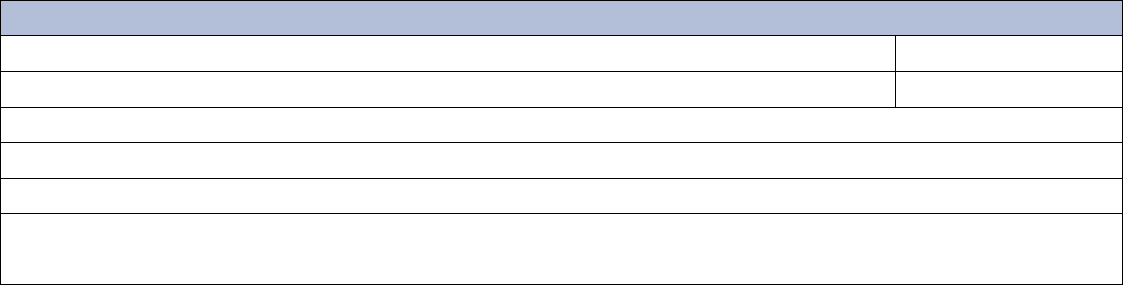
The circumstances of the move after one night, and care provided to you whilst you were in an emergency placement was looked into. It appeared that the timing of your arrival, your desire to immediately sleep and not wanting to eat, and then having to be woken at 09:30 and collected early by the allocated team led to a prolonged period where you had not washed or eaten. The conclusion was that there was not a neglect of care, and It was confirmed that you were offered food and drink and to have a shower on your arrival then offered breakfast on waking, though you ate only a small amount. I acknowledge that you would have been scared and uncertain when found by police and that the start of being cared for by foster parents would have been confusing and uncomfortable. I read that you had horrible experiences during the long time that you travelled from home to Britain, and this may have left you weary of police and foster carers, and not be sure that they wanted to do the best they could to help you be safe. You were likely to have been unsure if people properly understood the importance of you not being able to eat anything other than Halal food, and you may not have trusted that people would want to treat you with kindness.

We will learn from this and think about ways that we can help children settle more quickly, and that if you have to move quickly from one carer to another, it is managed with kindness and care.

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Adoption / Care Leavers

**Audited previously**

**Service Area**

**Systems used for audit**

CareFirst CareStore

**Details**

**Date of audit**

No

14/10/2021

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**Name:**\*\*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* **CareFirst ID:**

\*\*\*\*\*\*\*, your age was queried when you were referred to us as you had no documentation, you had provided different dates of birth, and your foster carers had to buy adult clothing for you. Your physical measurements were at the top of those expected for a child aged \*\* so when there are these queries about age, we are expected to complete an age assessment.

It was right that you were treated as a child aged \*\* as this is the age you said you were, and I want to stress that people who are asked to provide a view on people's age (police, foster carers and social workers) all thought that you were a child when they first met you, though they thought you may have been a few years older than the age you gave.

As we treated you as if you were aged \*\* we asked that you were cared for in a family setting and a decision was made to complete a full age assessment.

I could not find photos of you taken when you were first looked after by us \*\*\*\*\*\* and this is something that we would expect to have. I also couldn't find an age assessment report on your file. A social worker is expected to complete something that we called an Initial assessment; this was completed and one recommendation was that an age assessment was needed. This was also a decision made at your first Looked After review that took place on \*\*/\*\*/\*\*\*\*. \*\*\*\*\*\*\*\* you had a change of social worker in June 2015. The second review took place in August 2015 and the lack of an age assessment was not mentioned so this action did not appear to have been completed at any time after.

This does not seem to have caused any difficulties in caring for you \*\*\*\*\*\*\* as you started school in June 2015 and were with other children aged \*\*.

CONT next section

**Risk management:- What is working well?**

cont from previous section

\*\*\*\*\*\* I have read that you had lots of experiences since first coming into our care and it was really positive to read that you are still with the foster carers that you stayed with on your second night. You would have had a very difficult time in \*\*\*\*\*\*\*\*\*\*\*\* 2015 when your initial application for refugee states was refused, though positively you were granted refugee status in \*\*\*\*\* 2016 and a decision was made by the Home Office that you could stay temporarily until \*\*\*\*\* 2021. I can imagine that you were relieved that you were treated as a refugee though worried about what would happen in \*\*\*\*\* 2021, and despite having some relief about living somewhere safe you would have wanted to have contact with your family. You may not have known how you could begin to contact your family and this must have been a very distressing time so it was positive that you were quickly put in touch with services that can sometimes find connected people.

I can imagine that you would have had times when you felt excited and hopeful people could help you and then had disappointment when their efforts did not achieve this. It was sad to read that you were not able to find family members. Because we could not find any connected adult who could care for you we asked the courts to grant us parental responsibility and on \*\*/\*\*/\*\*\*\* the courts agreed that we should have a care order to look after you; this was a day after your 13th birthday.

\*\*\*\*\*\* you are now aged \*\* and you have received leave to remain for 5 years till \*\*\*\*\* 2021, and in \*\*\*\*\* you applied for Indefinite Leave to remain though are still waiting for an outcome.

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**Name:** \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\* **CareFirst ID:**

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| I have looked at what life has been like for you since \*\*\*\*\* 2021 and it has been very eventful including you having your \*\*th birthday. Now you are aged \*\* you are no longer subject of a care order though are still receiving support and services from a Social Work team, and you can continue to do so until you are aged 25.  Although your very first experience of care from us was difficult you were kept safe and the social workers made sure that the plan was the right one for you including promptly seeking a care order for you. The social workers helped you complete a genogram showing everyone in your family and the foster family was included in this, and they were quickly identified as people who you felt safe with and who wanted the best for you. Social Workers continued to keep you safe by making sure you were supported to stay with your carers and that your placement was given long term status.  The last 6 months have been very eventful and you are being supported to stay with your foster family after aged \*\* so you may now hear them being called a host family, and that you are now being cared for as part of a 'staying put' policy.  The senior managers in children's services commented that your pathway plan and 'staying put' assessments were excellent and I agree with them, so it is really good to read that you have been kept safe and we achieved what you wanted to happen - stay with the family who cared for you from day 2 of your time with us.  The manager has been looking at all the contacts that workers have had with you over the past 6 months and they have recorded regular supervisions, so any issues you had, such as your benefits being stopped, and your host family looking to move to \*\*\*\*\*\*, were talked about with you.  I am pleased to see that you have had visits in line with what I would expect to see and that the work has been supervised by managers; their written comments show they are extremely proud of you as they always talk your new achievements - and there are lots of them \*\*\*\*\*\*\*!  I can clearly read how well you have done since living with your carers and that you have grown to be a young adult who has huge potential and will no doubt continue to be someone his carers are very proud of. |
| **Risk Management: - What are we worried about?** |
| I am not worried about risk management as your pathway plan was so good, and that what you want to do when your host family moves to \*\*\*\*\*\* is being talked about well in advance. You do have a choice of moving with them or staying in Northampton and although this time will no doubt be anxious for you I am confident that your foster/host family will have your interest at heart. |
| **Risk Management: - Quality of child's experience.** |
| 8 |
| **Risk Management:- What needs to happen?** |

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I have scored this as 8 and not 9 because the first experience you had was not outstanding, and there is no age assessment on file for you despite us believing that there needed to be one. This may have led to some instability for you if your age was challenged at a later date so we will learn from this and ensure that age assessments are completed when we say they are needed.

I note that in all the 'in touch' meetings you have had with workers over the past 6 months you have scored 9, and that there were small things that were needed to move your satisfaction to 10. This is really good to read and I am pleased that over the past years since living with your host family you have felt safe and continue to feel safe in the past few catch up meetings with your worker

**Child, their Family and Identity: - What is working well?**

This is a crucial issue for you \*\*\*\*\*\*\* and I have written about this in the previous section.

A social work managers wrote "\*\*\*\*\*\*\*'s placement is not a cultural match but it has worked for him and is reflective of his identity needs, and he is very happy with that. The carers have fully committed to understanding \*\*\*\*\*\*\*'s holistic needs; not simply his child development needs and basic are of physical health and education. They have been very sensitive to his emotional wellbeing too, particularly as regards to his loss, separation and grief"

I agree with this statement and if was good to read your comments in your in touch meetings as you always said your carers have made you feel welcome and provided you with lots of things that made you feel good about being a person from \*\*\*\*\*\*\*\*\*\*.

I am pleased that we got in touch with the right people at the right time to see if we can locate your family, and that your carers worked really hard to make you feel valued as a person who lived in a different country and in a culture and ethnicity that was different to your foster family.

It was good to read that the carers very quickly went and bought you items that you said would make you feel more settled, like the bed that you felt more comfortable in, and that the interpreter helped your carer learn new cooking skills and you joined in with this.

It was also good that you were linked to people who may have had a similar background though also positive that you were asked what would help you, and that you were able to talk about the turmoil about identity with experiences that triggered bad memories.

I was pleased about how your social worker put a lot of thought into the school you were to attend and researched schools that would value you for the person that you are and deal firmly with any racism that you experienced.

\*\*\*\*\*\*\* the last few months of events in \*\*\*\*\*\*\*\*\*\*\*\* will have been very difficult for you to hear about and I read that you were able to talk about this during a visit to an important meeting relating to your application for leave to remain.

I hope that the support you had at the beginning has helped you feel proud of being part of your chosen religion and you can be proud of your heritage, and that you know how to access help from agencies that may be able to get you information about what is happening in \*\*\*\*\*\*\*\*\*\*\*.

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**Name:** \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\*\*\*\*\*\*\*\* **CareFirst ID:**

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| We will learn from the interpreter giving you information about deciding if food was safe to eat, as I wondered whether it led to you having worries and not eating, but not feeling confident enough to tell us; had we been alert to this we may have helped you manage anxieties about preparation and ensure we bought you food that you knew was safe to eat.  . |
| **Child, their Family and Identity: - What are we worried about?** |
| \*\*\*\*\*\*\*\*\*\*\* I wonder if you need more support about identity, either from your allocated worker, or from someone who is specialised in helping young people who have had similar experiences. I read that whilst thinking about what you wanted to do if and when your host family move to \*\*\*\*\*\*, you did not want to live in shared accommodation, though if this was the only option you did not want to share with anyone who had the same background as you.  It may help you if you had a chance to explore why you feel like this; I understand that there are very different reasons why you may have these wishes. I also want to ensure we are representing your views as well as we can.  There are huge pressures on young people from backgrounds different to the country they are living in, and experiencing racism from your host country is something that you may already have dealt with though almost certainly will face in the future.  I am pleased that you feel very secure in your host family and I imagine that you will always be included in celebrations that are part of your current families identity. I hope that we can help to ensure you always feel proud of your heritage and that you don't feel any shame that experiencing racism can sometimes bring about. |
| **Child, their Family and Identity: - Quality of child's experience.** |
| 7 |
| **Child, their Family and Identity: - What needs to happen.** |
| I am scoring this as 7 as I think you have had good experiences from your host family and workers advocating for you and providing you with positive experiences. I would like us to still support you with your identify and make this part of the plan going forward |
| **Care Planning;- What's working well?** |
| Again \*\*\*\*\*\*\*\*, I have talked about this in previous sections and can only repeat that your pathway plan was excellent and that the decision to support you via staying put and sorting out your benefits so as you did not have anxiety about how you could stay put with your carers. |
| **Care Planning:- What are we worried about?** |
| You may be very worried about your host family moving, and I am sorry that I did not give you time to contribute to this audit of the way we have worked with you. I am reassured that your worker is talking about this with you now, months before the move may happen, and I am confident that the person you have become, a hard working, intelligent and active adult, means you can have positive options if you choose not to move to \*\*\*\*\*\*. |

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**Name:** \*\*\*\*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\*\*\* **CareFirst ID:**

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| I know this is not a culturally matched care plan \*\*\*\*\*\*\*, though I have only read that you felt immediately settled with your host family, and that they worked hard to make you feel fully cared for. I have read that your workers have supported you for years and that they very quickly secured you with your carers and got the right orders to help you feel secure.  I have referred to the need for us to help you with identity though this does not mean I think you may have had a poor care plan. |
| **Care Planning:- Quality of child's experience** |
| 9 |
| **Care Planning:- What needs to happen?** |
| I have scored this highly \*\*\*\*\*\*\*\* to match that you have always felt safe and secure with your current family and that the care plan you have had has helped you achieve remarkably well. I think I just need to add comments that managers have written about you and hope that you take full credit for the wonderful  achievements . It is important that we recognise the huge disruption that COVID had on young people and this must have been very difficult for someone with your personality and qualities \*\*\*\*\*\*; you enjoy team sports, you clearly loves attending school (100% attendance - well done) and you are enthusiastic about experiencing lots of different things. I think it was amazing that you engaged so well with on line learning and continued to get excellent feedback from your tutors  Some of the comments written about you \*\*\*\*\*\*\*:  "\*\*\*\*\*\* well done for all the all the wonderful progress you have made. You are truly an example to all the young people that we support that have been through similar experiences as you. I am pleased that you have been able to stay with your foster carers on a staying put arrangement and wish you all the best for the future. Your PA will now become your primary worker, so do contact her if you need support. I am advising that you keep in regular contact with your solicitor to ensure that your leave to remain application is submitted on time. Well done again"  "\*\*\*\*\*\*\* is a keen and talented cricketer and has ambitions of working as a coach. In fact, he has started coaching some under-11s and is finding their lack of focus a bit challenging. \*\*\*\*\*\*\* has a circle of friends at school and local to his placement with no bullying issues. \*\*\*\*\*\*\* is an anti-bullying ambassador. His first language is \*\*\*\*\*\* but he now has good English. He now plays for the County and Midlands teams and is also part of the Emerging Players Program. He is generally active and enjoys playing football and to the gym"  "During the last CIC review \*\*\*\*\*\*\* shared his recent achievement in obtaining the 'Head Boy' position for sports, for the whole of \*\*\*\*\*\*\* School. \*\*\*\*\*\*\* will have the responsibility for the planning and arrangements of Sports Days, after school clubs and matches etc. In addition, achieved the role as head representative for Public Services. This is an excellent achievement for \*\*\*\*\*\* and he should be very proud of himself. \*\*\*\*\*\*\*'s reports to have a good friendship group who he socialises both in and out of the education setting. \*\*\*\*\*\* has obtained some paid employment and work experience, helping a friend of the family as a Handy Man completing tasks such as painting and gardening etc.. \*\*\*\*\*\* is enjoying having the experience and also being able to earn some extra money as a reward" |
| **Living arrangement:- What's working well?** |

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| \*\*\*\*\*\* I think I have covered this in previous sections so I am going to score this as 8 and that it would reach 9 if we offer you an opportunity to talk about your identity as you move into independent living from your host family |
| **Living arrangement:- What are we worried about?** |
|  |
| **Living arrangement:- Quality of child's experience** |
| 8 |
| **Living arrangement:- What needs to happen?** |
| Discussion on identity |
| **Outcome improvements:- What's working well?** |
| See previous section  \*\*\*\*\*\*\* you have a goal of joining the Marines and you can apply when you are aged 19. You have already secured full time employment after completing your A levels  Your outcomes are therefore something you should be proud of |
| **Outcome improvements:- What are we worried about?** |
|  |
| **Outcome improvements:- Quality of child's experience** |
| 8 |
| **Outcome improvements:- What needs to happen?** |
| Support with decision making on what will happen when your host family move to \*\*\*\*\*\* |

**Outcome and Recommendations**

**Themes from Learning**

**Continuation of themes from learning**

**What needs to happen**

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**Name:** \*\*\*\*\*\*\*\*\*\* \*\*\*\*\*\*\*\* **CareFirst ID:**

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| --- | --- | --- | --- | --- |
|  | **Action** | **By Whom** | **By When** | **Managers Response** |
| **Action 1** | Feedback \*\*\*\*\*\*\*'s emergency carer and interpreter experience to EDT and separated  children's team | \*\*\*\*\*\*\* | November Team  Meeting | I will complete this in  Nov TM and will liaise  with the separated TM |
| **Action 2** | No age assessment  completed though  there was a  recommendation that  this was needed. | \*\*\*\*\*\*\*\* | October | Feedback to the  separated children's  team |
| **Action 3** | No photo on file from  the first point of  contact feedback to  EDT | \*\*\*\*\*\*\*\* | Nov Team meeting |  |
| **Action 4** | Please see section 2.1.7 Identity work should be considered in relation to moving into independence | Allocated worker and  TM | Discussion week beginning 19/10/2021 |  |
| **Action 5** |  |  |  |  |
| **Action 6** |  |  |  |  |
| **Action 7** |  |  |  |  |
| **Action 8** |  |  |  |  |
| **Action 9** |  |  |  |  |
| **Action 10** |  |  |  |  |
| **Grade the overall experience of the child you are auditing** | | | | |
| 6 - 8 | | | | |
| **Auditors observation** | | | | |
| This audit has been graded as good.  \*\*\*\*\*\*\* has had the right care plan whilst being cared for by children's services and the plan was implemented promptly with no delay. \*\*\*\*\*\*\*\* has needed to be looked after by children's services permanently. His carers were not culturally matched to \*\*\*\*\*\*\*; this was considered in the matching for permanency with additional supports provided that sought to make \*\*\*\*\*\* able to value his ethnicity and cultural and religious background. He has been kept safe and supported well by his foster carers who have worked hard with informal and formal networks to ensure \*\*\*\*\*\*\* has broad experiences and the support he needs to achieve his full potential .  The quality of foster care, social work intervention and PA in touch work is good and there has been consistent management oversight and supervision of work carried out. The consequence is that \*\*\*\*\*\*\* has | | | | |

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always reported feeling supported and secure, and he has excelled academically and socially; he is now economically independent and has excellent foundations to move into full independence.

His social workers and PA know him well and have celebrated his achievements, and \*\*\*\*\*\* has provided really high satisfaction scales as part of the keeping in touch process. The IRO process has worked well for \*\*\*\*\* and he has been able to contribute and his voice is evident throughout.

\*\*\*\*\*\*\*\*'s first experience of care could have been better and this relates to the limited emergency placement options which is still a worry.

There were communication issues when we first cared for \*\*\*\*\*\*\* and although this was 6 years ago we can still learn from the events. The IRO escalated worries about the immediate care of \*\*\*\*\*\* and this was considered by the fostering service and the then UASC team; EDT workers would benefit from being aware of \*\*\*\*\*\*'s comments. This will be shared with EDT at their next team meeting.

The age assessment should have been completed although positively it has not caused any difficulties for \*\*\*\*\*\*\* in relation to him receiving appropriate services and the prompt care proceedings will have validated his age and his status of a child in our care. I am aware that the Separated children's team (formerly UASC) have a different process for age assessing now so the likelihood of a need being missed is reduced.

\*\*\*\*\*\*\*\* is receiving support as part of his entitlement to After Care and he works very well with his PA; although he is safe and settled, and he is well placed to become fully independent it would be good if we can utilise the positive relationship to explore comments \*\*\*\*\*\*\* made about others from his cultural background.

**Significant in Chronology?:** No

|  |  |
| --- | --- |
| **Completion and Authorisation** | |
| **Completed By:**  **Worker:**  **Tel:**  **Address:** | **Date:** |
| **Authorisation Comment:** | |

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