



Your Life Beyond Care

The views of care leavers in North Somerset on their well-being & what makes life good

June 2021

Daniel Stern, Coram Impact and Evaluation

About the Your Life Beyond Care survey

The **Your Life Beyond Care** survey was developed with funding from Coram I through the DfE Social Care Innovation Fund. It complemented and built on an existing survey for children in care **Your Life Your Care** developed as part of the **Bright Spots Programme**: a partnership between Coram Voice and the Rees Centre, University of Oxford, funded by the Hadley Trust.

- Currently official statistics only provide a partial picture of care leavers' lives. Data
 focuses on adult perspectives, objective outcomes measures where young people live,
 education. None of this information tells us about young people's own viewpoints: are
 they happy, safe and feel they are doing well?
- The Bright Spots Programme seeks to address these gaps by measuring children and young people's 's subjective well-being. Subjective well-being is defined as feeling good and doing well at an individual and interpersonal level.
- Through the Programme we developed the *Bright Spots Well-Being Indicators* that put care leavers' experience and voices at the heart of measuring subjective well-being. The indicators are measured by the *Your Life Beyond Care* survey, which builds on the *Your Life, Your Care* surveys for children in care (4-18yrs).
- The development of *Your Life Beyond Care* included a literature review of care leavers' views (Baker, 2017), research into comparative data, seminars with professionals working with care leavers and workshops with 31 care leavers to co-produce the survey. Through the workshops young people identified what was important to them, selected questions and helped plan how to distribute the survey.
- The survey identifies the areas where care leavers are doing well and where things could be improved, providing an evidence base of young people's experience and wellbeing to inform service improvements.

Contents

Section	Pages
Section 1: Summary: Key findings	4
Section 2: Methodology	13
Section 3: Survey results 1. Who responded? 2. The people in your life 3. Being a care leaver 4. Housing 5. Living independently 6. Taking part in society 7. Feelings 8. Well-being	17 18 24 31 40 48 54 60 66
Section 4: Care leavers' comments	76
Section 5: References	81

Section 1: Key Findings



Your Life Beyond Care 2020-21

The views of care leavers in North Somerset on their well-being

young people responded to the survey from a care leaver population of 181: a response rate of 53%

In January and February 2021 all care leavers in North Somerset were asked to participate in an online survey to find out how they felt about their lives. This is a summary of the findings.

- Of the 96 care experienced young people who took the survey, 49 (52%) were female, 43 (45%) male; 2 identified as transgender, 1 as gender-fluid, and 1 did not answer.
- The majority of respondents (82%) answering the survey described their ethnicity as 'white'.
- 39% of care leavers reported having a disability/long term illness; a much larger proportion compared to care leavers (24%) in 21 other LAs and more than triple the rate in the general population (12%).

Age group	Total <i>n</i> *(%)
16-17yrs	0 (0%)
18-20yrs	53 (57%)
21-25yrs	40 (43%)
TOTAL	93 (100%)

*Missing: 3

What is working well?





Leaving care support

- Most care-experienced young people (83%) knew who their worker was but 16 (17%) did not.
- A larger proportion of care leavers (92%) thought it was easy to contact their worker compared to 83% of young people in care.
- Care leavers were much less likely to have had 3 or more workers (11%) in the last year, than their younger (11-18yrs old) counterparts in care (19%).
- Only 2 (3%) of care leavers 'hardly ever' or 'never' trusted their leaving care worker.



Pets

Care experienced young people in North Somerset were more likely to have a pet than their counterparts nationally:

- 40% of care leavers in North Somerset had a pet. This is substantially higher than care leavers nationally (28%). This is a Bright Spot.
- 71% of those with a pet gained emotional support from them.
- Female (43%) care leavers were almost 3 times more likely to report gaining emotional support from pets compared to males (16%).
- 3% more care experienced young people in North Somerset had a pet in 2021 compared to in 2018 (37%).

What is working well?

Having fun

Relationships:

- Care experienced young people in North Somerset were 5% more likely to report having a good friend than care leavers nationally (although this was not a statistically significant difference).
- 81% of care leavers with a partner gained emotional support from them.
- A higher proportion of care leavers in North Somerset having a trusted person (87%) in their lives than in 2018: 83%.

Top 5: What care leavers enjoyed doing

- 1. Listening to/ playing music
- 2. Hanging out with people I like
- 3. Watching TV/films
- 4. Using social media
- 5. Shopping

Care leavers were asked, What fun stuff do you wish you could do more of? Is there anything that stops you having fun?

Lockdown. Other than that I enjoy swimming, any sports, gaming. I can honestly be interested in anything as long as people to do it with.

I wish I could go for days out and things but I can't afford it. I can't afford bus fare to see my friends either.

What's improved since last time?

	2018	2021	Improvement
Easy to contact leaving care worker	70%	92%	+22%
Can connect to the internet at home	71%	88%	+17%
Have a smartphone	82%	94%	+12%
Satisfied with life as a whole	28%	37%	+9%
Afford mobile phone bill	77%	85%	+8%
Always feel settled where they live	38%	46%	+8%
Always feel safe where they live	54%	60%	+6%

S

What could be better?

Care leavers 90% 11-18yr olds in care 94%

- Most care leavers in North Somerset stated that they had at least one good friend, but 10 (10%) did not.
- The proportion of care leavers in North Somerset not having a really good friend is more than 3 times their peers in the general population.

Leaving care workers:

- A lower proportion of care experienced young people in North Somerset (83%) knew who their leaving care worker was than in 2018 (94%), and than care leavers nationally (93%).
- Similarly, 55% of care leavers in North Somerset have had 1 leaving care worker in last 12 months, compared to 68% in 2018, 60% nationally.

Understanding why you were in care

- A third (33%) of care experienced young people in North Somerset either wanted to know more about why they were in care or did not know why they had been in care, compared to 23% nationally.
- This is a deterioration in care leavers knowing why they are in care from 2018, when 22% knew why they were in care but wanted to know more, and where no care leavers didn't know why they were in care.

9

K

What could be better?

Housing

- 44 (46%) of carer leavers provided comments about where they lived.
- 39% (17) of comments on housing were negative, with 5 expressing concerns about the safety of their neighbourhood, 4 reporting repair and maintenance issues, and 3 expressing feelings of isolation.

Having issues with repairs and would rather be in a place I am familiar with and that isn't so isolated.

I don't feel safe and I feel sad.

Feeling safe and settled

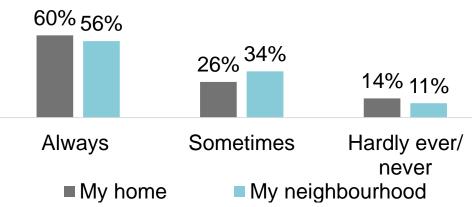


 Care experienced young people in North Somerset were drastically less likely to always feel safe where they lived (56%), than their younger (11-18yr olds) counterparts in care (92%). They were also less likely to always feel safe than care leavers nationally (64%).



 Similarly, when asked if they felt settled where they lived, only 46% of care leavers responded 'always', nearly half that of young people in care in North Somerset (88%).

I feel safe where I live



What could be better?

Finances:

- In comparison to young people in the general population, care leavers in North Somerset were almost three times more likely to report financial difficulties
- 37 (39%) care leavers wrote about how they were managing financially; 8 commented explicitly that they wish they were better at budgeting and had been given more guidance/taught how to.

Proportion finding it 'quite' or 'very' difficult to get by financially

Care leavers 20%

General population (16-24yrs)

Stress

• Only a fifth (21%) reported 'very often' being confident in their ability to handle personal problems, and a tenth (11%) that things were going their way (this is similar to the picture for care leavers nationally – 22% and 12% respectively).

Anxiety

 Care leavers in North Somerset were more than twice as likely (40%) to report high anxiety yesterday than of 16-24yr olds in the general population (34% of care leavers nationally reported high anxiety yesterday).

Could do with more [money] as everything is so expensive.

Could do better managing bills but doing much better than I used to. Never got taught how to budget in care. [...]

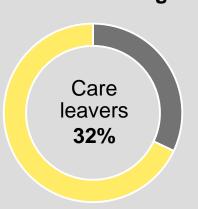
Well-being

 40% of care leavers reported high or very high happiness the previous day compared to 76% of young people (16-24yrs) in the general population.

I feel more anxious and nervous to leave the house lately because of Covid19

 Care leavers in North Somerset (19%) were three times less likely to be very positive about the future than their younger counterparts (11-18yrs) in care (57%).

Young people with low well-being



Care experienced young people in North Somerset responding to this survey reported 'high' or 'very high' happiness yesterday (41%), an improvement on 2018 (36%).

A higher proportion of care leavers also reported have 'high' or 'very high' satisfaction with life overall (37%) than in in 2018 (28%).

Young people with low overall well-being were statistically more likely to report:

- Being unhappy with their appearance
- Not feeling safe or settled at home
- 'Always' being lonely
- Having financial difficulties

Section 2: Methodology



Methodology

- An online survey was used to capture care leavers' views on their own wellbeing.
- There are 41 questions in the survey.
 All the questions were optional.
- Paper surveys were also available and used in cases where no Internet was available, or when the young person preferred this method.
- In North Somerset at the time of the survey there were 181 care leavers aged 16-25yrs able and eligible to do the survey.
- Young people completed the survey anonymously: individual identifiers such as name, place locations etc. were not collected in order to allow responses without fear of consequences.

- If young people recorded names or any identifying information on the survey these were removed by the researchers.
- The leaving care team shared the survey with young people and encouraged them to complete it. Messages about the survey were also posted on the team's Facebook page.
- The participation team, student social workers and family support workers acted as trusted adults; assisting young people to complete it if additional support was needed
- Care leavers were asked to complete the online survey in January and February 2021.
- The Coronavirus global pandemic lockdown was ongoing through the survey data collection.

Analysis

- Where possible, local authority (LA) data are compared to data on young people in the general population, and to the average responses from 21 local authorities who participated in Your Life Beyond Care survey in 2017-19.
- North Somerset ran the Your Life Your Care survey with children in care aged 4-18yrs in June 2020. Where relevant we have made comparisons to young people in care aged 11-18 years from this survey.
- Data were weighted and tests run for significant difference between LAs. If something is statistically significant it means that it is unlikely to have occurred by chance.
- North Somerset previously ran the survey in 2018 so we have also highlighted how this year's findings compared to 2018.



On some pages of this report you will see a 'Bright Spots' icon (shown left), and a yellow text box. This indicates a 'good news' story – a positive aspect of practice in your local authority. A 'Bright Spot' is where young people are doing significantly better than care leavers in other local authorities or report the same or higher well-being than their peers in the general population.

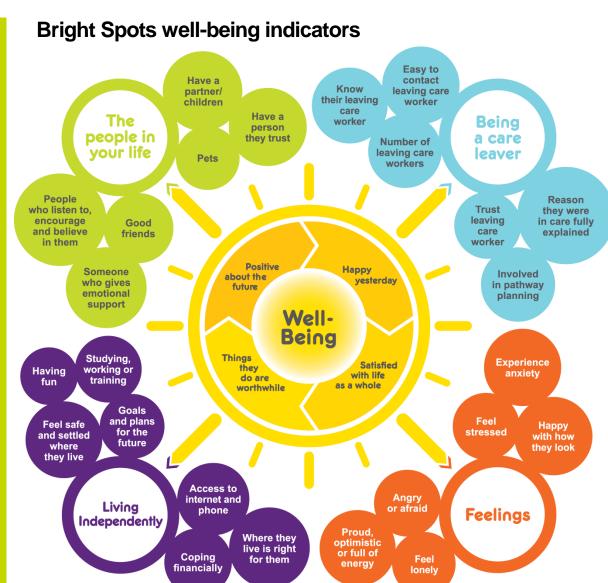
We also highlight with a grey text box where young people are doing significantly less well compared to care leavers in other local authorities, or where results are markedly less favourable than in the general population. This may be an area to focus on in service development.

 If we have not highlighted a difference this means that the findings are in line with the results in other local authorities.

Measuring subjective well-being

Are care leavers flourishing?

- Subjective well-being in this survey refers to young people's own evaluations of how they feel about their lives.
- The questions measure the Bright Spots wellbeing indicators (right)
- In addition to questions that measure overarching well-being (happiness, life satisfaction etc.) the questions cover four domains that are important to young people: people in your life, being a care leaver, living independently and feelings.
- All these elements help us understand if young people are flourishing.



Section 3: Survey results



3.1 Who responded?

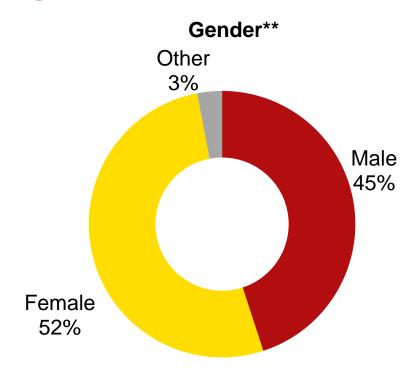
- Sample size, age & gender
- Ethnicity
- Number of years spent in care
- Partners, being a parent and / or pregnant
- Long term health problem / disability



Sample size, age and gender

- 96 young people responded to the survey from a possible care leaver population of 181.
- The response rate was 53%.
- All the questions were optional.
- The biggest group of respondents (57%) were aged between 18 and 20yrs.
- 2 young people identified as transgender, 1 young person identified as gender fluid, and 1 did not answer.

Age group	Total <i>n</i> (%)*
16-17yrs	0 (0%)
18-20yrs	53 (57%)
21-25yrs	40 (43%)
TOTAL	93 (100%)



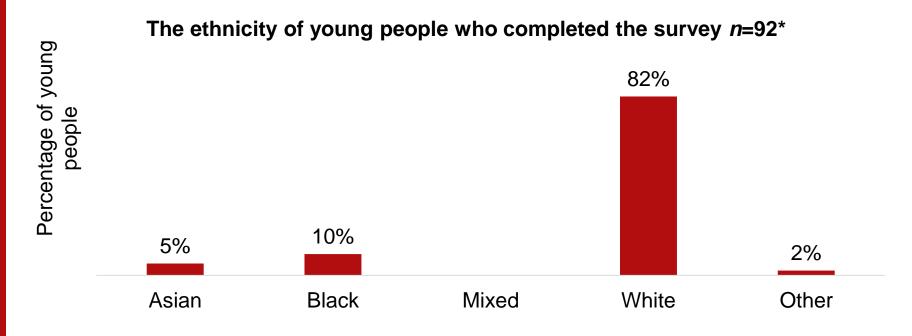
- In North Somerset, slightly more women (*n*=49) than men (*n*=43) responded to the survey.
- 3 reported as 'other'.

^{**}Missing: *n*=1

W

Ethnicity

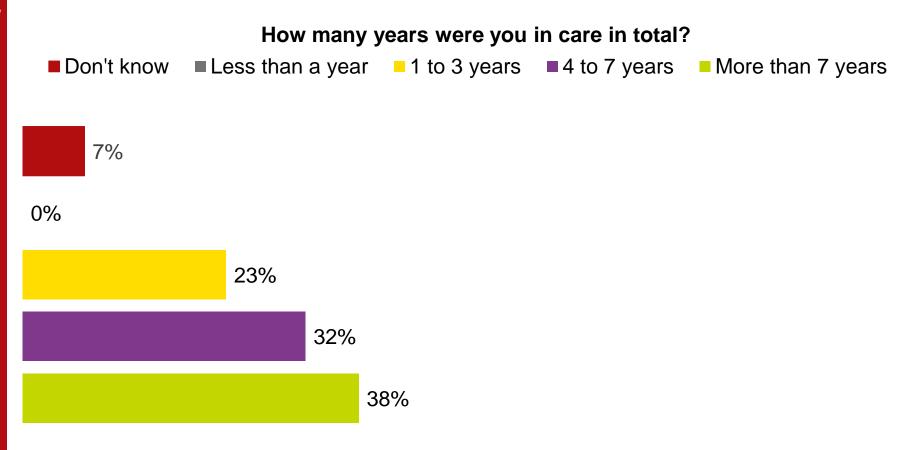
The majority (82%) of young people who completed the survey were white.



^{*}Missing: *n*=3; Prefer not to say: *n*=1

Number of years spent in care

 Over two thirds of the care leavers who responded had been in care for more than four years. No young people reported having been in care for less than a year.



Percentage of young people

Partners, being a parent and / or pregnant



All care leavers were asked, Are you a parent? They could choose more than one answer: 'yes', 'no' or 'I am pregnant/my partner is pregnant'

They were also asked, Do you have a partner (are you in a relationship)?

Research evidence shows the benefits of good quality, stable couple relationships for well-being. (Sserwanja, 2016)

Research with care leavers has shown that some felt living with a partner could reduce loneliness and provide emotional support, but others described their relationships as volatile. (Dixon, 2004) Some young people had experienced abusive or manipulative relationships. (Kelly, 2016)

- 41 care leavers (43%) had a partner.
- Female care leavers were more likely to have a partner – 59% of young women had a partner compared to 28% of young men (a statistically significant difference).
- 33 care leavers with a partner (81%) stated that their partner gave them emotional support.
- 22 (23%) young people were a parent and/or they or their partner was pregnant. This is higher than other local authorities (19%).
- 10% of parents felt that their children were a source of emotional support.

W

Long term health problem/disability

All care leavers were asked, Do you have a long-term health problem or disability that limits your day-to-day activities? (by long-term we mean lasting, or expected to last, at least 3 months).

The ONS (2017) reported that about 12% of young people (16-24yrs) in the general population have a disability

Across all local authorities 24% care leavers report having a disability.

- Over 3 times more care-experienced young people in North Somerset (39%) reported having a disability than 16-24yrs (12%) in the general population.
- When compared to the local authority average, care-experienced young people in North Somerset were over 1 and half times more likely to report having a long term health problem or disability*.

3.2 The people in your life

- Good friends
- Pets
- Trusted person
- Who gives you emotional support?
- People who listen to, encourage and believe in you



Good friends

Young people in the focus groups identified good friends as very important to them. Our research review also found that care leavers thought that their friends could be an important source of support and help reduce social isolation. (Baker, 2017)

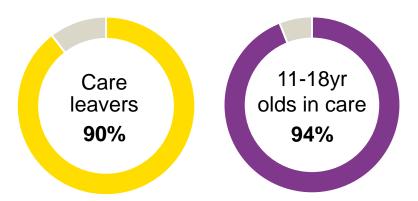


All care leavers were asked if they had a really good friend.

In the general population, 3% of young people (16-25yrs) said they did not have a good friend. (Understanding Society)

Nationally 85% of care leavers report that they have a good friend compared to 90% of children in care.

Do you have a really good friend?



- Most care leavers in North Somerset (86; 90%) stated that they had at least one good friend, which is a higher proportion than care leavers elsewhere (85%) (this difference was not statistically significant), and slightly lower than children in care (94%) in North Somerset.
- However, care leavers in North Somerset (10%) were three times more likely than their peers (3%) in the general population to report not having a really good friend.

Pets

bright spots



Pets were important to some of the care leavers in the focus groups that underpinned the development of the survey.

These young people said their pets loved them unconditionally. Care leavers were asked if they *had a pet*.

Nationally, 28% of care leavers and 59% of children in care report having a pet.

Do you have a pet?	n (%)
Yes	38 (40%)
No	56 (60%)
Total	94 (100%)*

- Care leavers and young people in care in North Somerset were more likely to have a pet than their counterparts nationally:
 - 40% of care leavers in North
 Somerset had a pet. This is
 substantially higher than care
 leavers nationally (28%). This is a
 Bright Spot of practice.
 - This is a 3% increase on 2018
 North Somerset care leavers, 37% of whom had a pet (n=26).
- Care leavers in North Somerset were less likely to have a pet than their younger counterparts in care, 40% vs 74%.

*2 missing

Trusted person



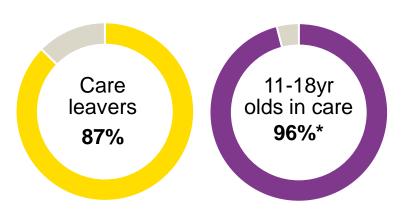
Care leavers were asked, do you have a person who you trust, who helps you and sticks by you no matter what?

The availability of one key adult has been shown to be the turning point in many looked after young people's lives. (Gilligan, 2009).

Having this person continued to be important for care leavers. In our research review (Baker, 2017) young people reported that coping with transitions was easier when they had a key person to rely on.

General population comparison: 98% of young people (16-24yrs) reported they had someone to rely on. (ONS, 2017)

Trusted person



- Most care leavers (87%) had a trusted person in their lives but 12 (13%) did not.
- Fewer care leavers felt they had a trusted person in their lives (87%) in comparison with their peers in the general population (98%).

^{*}Children in care were asked, "Do you have an adult who you trust, who helps you and sticks by you no matter what?"

Emotional support



Research has found that some care leavers reported that the availability of emotional support diminished after they had left care. (Dixon & Baker, 2016)

Care leavers were asked, *Who gives you emotional support?* and we counted the types of people who care leavers thought gave them emotional support.

- 3 care leavers reported having no one to give them emotional support.
- Most care leavers had several types of people (up to 11) in their lives who gave them emotional support. The average number was 4.

Who gives you emotional support?	n	%
Friend(s)	64	67%
Leaving care worker	43	45%
Foster carer(s)	36	38%
Partner	33	34%
Other relatives	30	31%
Pet(s)	29	30%
Brother(s) or sister(s)	27	28%
Mum	22	23%
Education professional	19	20%
Dad	15	16%
Counsellor / mental health professional	13	14%
Other	11	12%
Own child(ren)	10	10%
Other care leavers	8	8%
Residential home staff	5	5%
I don't have anyone	3	3%

People who listen to, encourage and believe in you

Care leavers who were involved in developing the survey stressed how important it was to know that there was someone there for them in both "good and dark times".

- Most young people (93%) had someone who listened to them and 86% felt someone told them when they had done well.
- But fewer young people felt they had someone who believed in them: 43 (56%) of the young people who felt this way were female.

Young people who <u>did not</u> have someone who believed in them were more likely to report:

- Not having a partner (85%)
- Not having anyone for emotional support (85%)
- Not feel safe at home (69%)
- Not liking their appearance (69%)
- Always being lonely (50%)
- Not having a person they can trust (46%)
- Not feel settled at home (46%)
- Not be able to afford their mobile telephone bills (39%)
- Not have a really good friend (31%)
- Not trusting their leaving care worker (20%)

Do you have a person who	Yes n (%)	No n (%)	TOTAL n (%)
Listens to you?	88 (93%)	7 (7%)	95 (100%)*
Tells you when you've done well?	80 (86%)	13 (14%)	93 (100%)**
Believes you'll be a success?	79 (86%)	13 (14%)	92 (100%)***

Changes since last survey

No significant change Worse than last survey

		2018	2021
	Have a good friend	87%	90%
	Have a pet	37%	40%
**	Have a trusted person	83%	87%
	Have person who listens	94%	93%
	Have person who tells you: 'you have done well'	92%	86%
	Have person who believes you'll be a success	85%	86%

3.3 Being a care leaver

- Knowing & getting in touch with your leaving care worker
- Leaving care worker:
 Continuity
- Leaving care worker: Trust
- Comments: Leaving care worker
- Involvement in pathway planning
- Understanding why you were in care



R

Knowing & getting in touch with your leaving care worker



All care leavers were asked if they *knew* who their current leaving care worker was.

Knowing their worker was an important issue for young people in focus groups. Young people who knew their worker were asked: How easy it was to get in touch with their leaving care worker.

Nationally, care leavers are more likely to report that it is easy to get in touch with their worker than children in care. Only 4% of care leavers felt it was hardly ever/never easy to get in touch with their worker compared to 16% of children in care.

- Most care-experienced young people (83%) in North Somerset knew who their worker was but 16 (17%) did not.
- A larger proportion of care leavers (92%) thought it was easy to contact their worker compared to 83% of young people in care.

Easy to get in touch with workers	Care leavers <i>n=78</i> *	11-18 year olds in care
All or most of the time / Sometimes	72 (92%)	83%
Hardly ever / Never	6 (8%)	7%

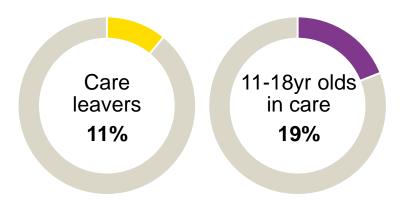
^{*}Missing: *n*=18

Leaving care worker: Continuity

Care leavers were asked, *How many* leaving care workers have you had in the last 12 months?

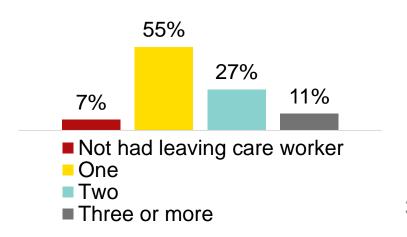
Across a range of research in our review (Baker, 2017), care leavers were clear about the qualities they valued in workers such as, someone who was responsive, consistent, and reliable.

3 or more workers in a year



- Care leavers experienced greater stability of worker compared to looked after young people (11-18yrs) in North Somerset, although 7% of care leavers reported not having a leaving care worker at all.
- Most (55%) care leavers had had the same worker over the past year. This is 5% below the local authority average nationally (60%).

How many leaving care workers have you had in the last 12 months?



A

Leaving care worker: Trust

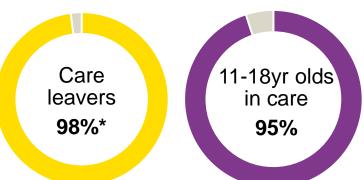


Both our focus groups and research review identified 'trust' as a very important quality in relationships with leaving care workers.

Care leavers were asked, Do you trust the leaving care worker you have now?

- 81% reported they trusted their worker 'all or most of the time'.
- 17% 'sometimes' trusted their worker.
- Only 2 (3%)* care leavers 'hardly ever/ never' trusted their leaving care worker.
- Care leavers trusted their workers less than their younger counterparts in care in North Somerset.

Trust workers 'all or most of the time' or 'sometimes'



- 4% more care leavers in North Somerset trust their leaving care worker now, than in 2018 (94%) 'all or most of the time' or 'sometimes'.
- Care leavers in North Somerset also trust their leaving care worker marginally more than care leavers nationally (96%).

^{*}Percentages sum to 101% due to rounding: 80.8% all or most of the time, 16.7% sometimes, 2.6% hardly ever/ never.

Comments: leaving care worker – Positive comments

Young people were also given the option of providing *comments about their leaving care worker*. 48 (46%) young people wrote a comment in response to this question. 32 (67%) were positive.

She's good. I'm very happy I've had one. I had a lot of social workers before I turned 18.
Only had mine since turning 18.

They are a strong, caring character, and never hesitates to help me get stuff done.

She's awesome

- very

supportive.

Without her support I wouldn't be where I am now. She knows how I interpret things, often [the] wrong way, and has always been there to help by explaining in a way I understand.

[L]iterally couldn't fault her one bit. Longest social worker I've ever had and has helped me through absolutely everything, worked overtime just to get things done for me and visits me regularly even when I lived in [city]. Been really supportive over everything that's happened (leaving care) my multiple supported housings and flats, pregnancy, domestic abuse. Not one bad thing to say!

He's amazing.

He's really good.
Always checks up
on me. He's good at
his job. I'm happy I
have him as my
care worker.

C

R

Ε

Comments: leaving care worker – Mixed and negative comments

8 (17%) comments were mixed, 2 (4%) comments were negative, and 6 (13%) were not applicable.

I don't like him. He doesn't take time to understand me and he never replies to my messages.

Mostly helpful, sometimes not 100% honest.

I currently don't have one but when I did they were great and made me feel that I was not alone. She's nice, but not very reliable or available for chats.

> I feel like she listens to me, but what I say doesn't change anything

Often she's not around and I have to wait for her to call me. I hate talking to duty worker because they don't know me and don't understand my problems.

[Name] did what she could in a bad situation and could help other people in the future but there wasn't much that could be done here.

Involvement in pathway planning



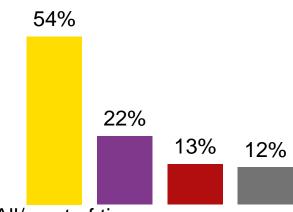
Pathway planning involves a local authority and young person setting goals and outlining the support needed to reach those goals.

Research shows care leavers have mixed experiences; some reported pathway planning as helpful, but others found it stressful and irrelevant. (Dixon & Lee, 2015)

Care leavers were asked, do you feel involved in your pathway planning?

- 52 (54%) care experienced young people felt involved in their pathway planning 'all or most of the time'.
- This is worse than their counterparts nationally (62%) (though the difference was not statistically significant).

Feeling involved in pathway planning*



- All/most of time
- Sometimes
- Hardly ever/never
- Don't have PP/Don't know what PP is

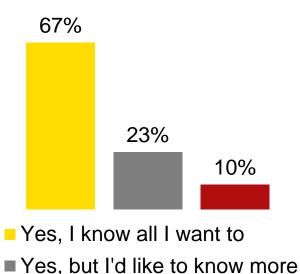
^{*}Percentages total 101% due to rounding

Understanding why you were in care

Research with care leavers has shown that some young people felt strongly that the care system had not sufficiently equipped them with an understanding of their background and personal history. (Kelly, 2016)

All care leavers were asked, has someone explained to you why you were in care?

Has someone explained to you why you were in care?



■ No

- A majority of care leavers (67%) had had someone explain to them why they were in care, and felt they knew all they wanted to know.
- However, over a fifth (23%) said they wanted to know more.
- A tenth answered that they didn't know why they were in care and had not had someone explain why to them.
- Care leavers in North Somerset were less informed about why they were in care than their counterparts nationally, where 77% reported 'Yes, I know all I want to know' (a statistically significant difference.)

Changes since last survey

Better than last survey No significant change Worse than last survey

	2018	2021
Know their worker	94%	83%
Easy to contact worker	70%	92%
1 worker in last 12 months	68%	55%
Trust worker	94%	97%
Involved in pathway planning	79%	76%
Reason for care fully explained	78%	67%

3.4 Housing

- Where care leavers live
- Feeling safe where you live
- Feeling settled where you live
- Suitability of accommodation
- Comments about housing



Where care leavers live

All care leavers were asked where they lived.

- Most commonly (38%) care leavers recorded that they lived in a flat or house they rented.
- Only 23% of care leavers either lived with parents/relatives (12%) or foster carers (11%), compared to 49% of 23 year olds who still live at home (Hagell and Shah, 2019).

Where do you live?	n (%)
Flat or house I rent	36 (38%)
Supported accommodation (e.g. hostel)	16 (17%)
With parent(s) or other relative(s) (e.g. auntie, grandparent)	12 (12%)
With foster carer(s) (Staying Put)	10 (11%)
Supported lodgings	3 (3%)
Short stay/emergency accommodation (e.g. B&B, hostel, Nightstop)	3 (3%)
I'm homeless (including 'sofa surfing')	3 (3%)
College or university halls	2 (2%)
Flat or house I own	0 (0%)
I'm in custody	0 (0%)
Other	11 (12%)

Feeling safe where you live



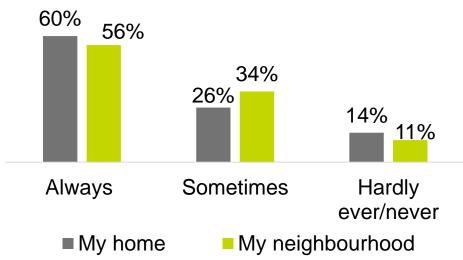
In our research review of care leavers' views young people emphasised the importance of feeling safe in their homes and

neighbourhoods and having good quality housing. Care leavers were asked, How do you feel about where you live? and asked to rate 'in my home/neighbourhood I feel safe'. The answer options were 'always', 'sometimes' or 'hardly ever/never'.

- 60% of care leavers in North Somerset reported that they 'always' felt safe in their homes compared to 64% nationally.
- This is a lower proportion compared to looked after young people in North Somerset where 92% always felt safe.
- There was less of a difference between care leavers in North Somerset (11%) and those nationally (10%) in *not* feeling safe in their neighbourhood.

I feel safe where I live





Feeling settled where you live

Our care leaver focus groups emphasised the importance of 'security' in relation to where they lived – not feeling 'home' was temporary but somewhere they could settle.

Care leavers were asked, *How do you feel about where you live?* and asked to rate 'in my home I feel settled'. Answer options were 'always', 'sometimes' or 'hardly ever/never'.

In my home I feel settled

- 46% of care leavers 'always' felt settled where they lived; nearly half that of the proportion of looked after young people (88%) who felt settled in North Somerset.
- A lower proportion of care leavers in North Somerset (46%) 'always' felt settled where they lived than care leavers nationally (51%), and a higher proportion (19% vs 14%) hardly ever/never felt settled (neither differences are statistically significant).

46%^{51%}
35%35%
19%_{14%}
Always Sometimes Hardly ever/never
Care leavers Care leavers in other LAs

I live too far away from friends and family. I didn't have a choice [about] where I live, and I don't like it.

Suitability of accommodation



We asked care leavers, Is where you live <u>now</u> right for you?

- Official statistics (DfE, 2019) showed that 85% of care leavers North Somerset aged 19-21yrs were in suitable accommodation.
- Though not exactly the same question, young people aged 16-24yrs were asked in the general population how satisfied they were with their accommodation. 80% reported they were satisfied. (ONS, 2017)

- In this survey, 71% of care leavers responded 'mainly yes' to the question 'Is where you live now right for you?'
- 29% answered 'mainly no'.
- North Somerset performed slightly better than the care leaver population nationally, where the average of 68% answered 'mainly yes' and 32% answered 'mainly no'.
- Care leavers in North Somerset (71%) view their present accommodation less favourably than 16-24 year olds in the general population (80%).

Positive/mixed comments: housing

44 (46%) care leavers provided comments about where they lived.

Feel safe and happy.

- 15 care leavers described having mixed feelings about where they lived.
- 12 care leavers had entirely positive thoughts about where they lived.

It's only temporary and I don't know where I'm going next.

It's quiet, so it's not too bad.

I have to move on the 28th February and every time I get comfortable I get moved.

It's a nice area with nice people.

It's alright, it's a house, close to the university, private landlord, alright housemates

Sometimes it's OK sometimes it isn't. It's all about who I live with in supported lodgings and that's out of my control.

Supported house I know I can always talk to someone who can help.

being I'm ok to

For the time live where I do.

Negative comments: housing

- Nearly two fifths (39%) of comments were negative.
- 5 young people expressed concerns about the safety of their neighbourhood.

I hate supported living I suffer with really bad anxiety and have always managed very well in my own flat[...]

Having issues with repairs and would rather be in a place I am familiar with and that isn't so isolated

I've been asking for different accommodation since August 2020 4 young people reported repair and maintenance issues with their homes

 3 young people expressed feeling isolated where they lived

I have nuisance neighbours - who bring police to the door and cause a lot of stress for myself. I don't live in the best area - there is a lot of drug, alcohol and homeless problems. I am wanting to move out of my flat ASAP and back to an area with more support.

I live too far away from friends and family. I didn't have a choice in where I live and I don't like it

Too small. Got rent arrears so housing association won't let me move

I don't feel safe and I feel sad.

Changes since last survey

Better than last survey No significant change

Worse than last survey

	2018	2021
Always feel safe where live	54%	60%
Always feel safe in neighbourhood*	-	56%
Always feel settled where they live	38%	46%
Feel where they live is right for them	61%	71%

3.5 Living independently

- Coping financially
- Coping financially: comparison with general population
- Comments: coping financially
- Life day-to-day



Coping financially



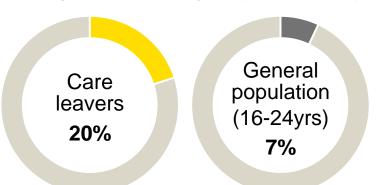
A theme in both our research review and the focus groups was the financial worries care leavers could experience.

Having a very low income or experiencing economic deprivation is associated with low well-being. (What Works Centre for Well-being, 2017)

All care leavers were asked, how are you coping financially? Answer options were living comfortably, doing alright, just about getting by, finding it quite difficult and finding it very difficult.

The question replicates one asked by the ONS to 16-24 year olds in the general population. This allows us to compare how care leavers are doing compared to young people who are not care leavers.

Proportion finding it 'quite' or 'very' difficult to get by financially



 In comparison to young people in the general population, care leavers in North Somerset were almost three times more likely to report financial difficulties.

> It's hard financially with the kids, but I am quite strict with my budget and we manage ok

Coping financially: comparison with general population

	North Somerset Care leavers (16-25yrs) %*	ONS (2017) general population (16-24yrs) %	National average (care leavers in 21 local authorities) %
Living comfortably	14%	31%	17%
Doing alright	31%	44%	39%
Just about getting by	36%	18%	24%
Finding it quite difficult	13%	5%	11%
Finding it very difficult	7%	2%	9%

Comments: coping financially

- 37 (39%) care leavers wrote how they felt about managing money. Over half of the comments (*n*=19) related to financial difficulties.
- Many care leavers (n=8) commented that either they wish they were better at budgeting, and/or that they'd been taught how to better.
- Some (*n*=8), simply stated that they needed more money, whether that was because of the amount obtained via welfare payments, or the expenses of life.
- "I'm not working and it's hard to get a job."
- "Can't do bills and stuff."
- "Finding it difficult to manage money as have to spend money eating out. If I live by myself and can cook myself then I can save money."
- "I can't manage money. I feel like I'm being forced to be independent."
- "I'm not the best, but thanks to my housemates, I've been getting a lot better with it over time."
- "Could do better managing bills, but doing much better than I used to. Never got taught how to budget in care."
- "I am learning to deal with money with help from support staff."
- "Could do with more as everything is so expensive."
- "I'm good at managing the money I have but it is hard being under 25 that universal credit give you a lower amount each month. Especially when you have a baby due in less than 10 weeks, 200 pounds isn't enough to live by."
- "At university, so trying to earn as much as I can whenever I can. Looking into doing my business – I feel supported with this."
- "It's fairly easy to budget and get what I need."

Life day-to-day

Care leavers were asked, *Right* now, are you in education, employment or training?

Research has found that engaging in fulfilling activities (e.g. education, training, volunteering or work) is important to quality of life. Being unemployed has a negative impact on subjective well-being, diminishing young people's sense of purpose and reducing social connections. (ONS, 2017)

General population:

Only one in 10 (11%) of young people in the general population (16-24yrs) were not in education, employment or training (NEET). (ONS, 2017)

In North Somerset 48% of care leavers aged 19-21yrs are recorded as NEET. (DfE, 2019)

- 51% of care leavers indicated that they were <u>not</u> in education, employment or training, compared to 48% nationally.
- Of those, 28 (64%) reported 'Other', 9 (21%) were caring for their child(ren), and 7 (16%) unable to work due to disability or illness.
- Young people who chose 'Other' reported Covid19/lockdown (n=8); health reasons (n=5); looking for work (n=4) or the right educational course (n=1). Caring for a relative and being homeless was also cited.

Occupation	n (%)
Studying	33 (35%)
Working	11 (12%)
Training (e.g. Youth Training, training for work, national traineeship)	3 (3%)
NEET	48 (51%)
Total*	95 (101%)

*Missing: *n*=1. Percentages total 101% due to rounding

Changes since last survey

Better than last survey No significant change

Worse than last survey

	2018	2021
Finding it difficult financially	18%	20%

3.6 Taking part in society

- Having fun
- Having fun: Comments
- Loneliness
- Internet access



Having fun

In our focus groups when care leavers talked about 'What makes a good life' they were keen to emphasise that doing enjoyable things was important. However, young people were very aware that there were barriers to having fun such as not having enough money or having mental health concerns.

Care leavers were asked, *In your spare time* what do you like doing?

Other: what young people enjoyed doing

- Going for walks (4)
- Playing with pets (3)
- Spending time with their children (3)
- Baking (2)
- Sleeping (2)
- Watching football (2)
- Reading (2)
- Partying (1) and raving (1)

Λοtivity.	n	%
Activity	n	70
Listening to/playing music	60	63%
Hanging out with people I like	58	60%
Watching TV/films	58	60%
Using social media	50	52%
Shopping	42	44%
Exercising/sports	36	38%
Exploring outdoors	36	38%
Gaming	35	37%
Pampering/looking after self	29	30%
Clubbing	18	19%
Volunteering	6	6%
Other	26	27%

Having fun: Comments

Care leavers were asked, What fun stuff do you wish you could do more of? Is there anything that stops you having fun?

Lockdown. Other than that I enjoy swimming, any sports, gaming. I can honestly be interested in anything as long as people to do it with.

I wish I could go for days out and things but I can't afford it. I can't afford bus fare to see my friends either.

- 50 care leavers provided comments
- The main barriers to having that care leavers cited were the Covid19 pandemic and lockdown (21), insufficient money (14), and mental health (5)
- Top of their wish list was socialising and, playing sports and exercise.

Only thing stopping me is COVID. Daughter is walking now – want to take her to the park, and to other places. Pepper pig world.

Covid19 stops
everything. I wish there
were things still around
that could help with
social anxiety. Meeting
people similar to me
would help.

I used to love skiing when in foster care, but I can't afford it now.

N

Loneliness

ONS (2017) work has shown that a key determinant of well-being is having positive social connections. In the general population 10% of young people (16-24yrs) report feeling lonely always/often. (ONS, 2018b)

Our research review found that care leavers in many studies described feeling very lonely and socially isolated since leaving care. Some reflected how this affected their emotional well-being. (Baker, 2017)

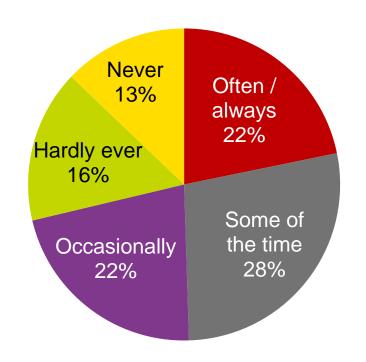
All care leavers were asked, *In the last few weeks how often have you felt lonely?*

 Care leavers in North Somerset (22%, same as the national average) were more than twice as likely to report they felt lonely 'often/always' compared to the general population where 10% of young people (16-24yrs) reported feeling lonely often/always. (ONS, 2018b)



Only 13% of care leavers had not felt lonely in the last few weeks.

Felt lonely in the past few weeks



Internet access

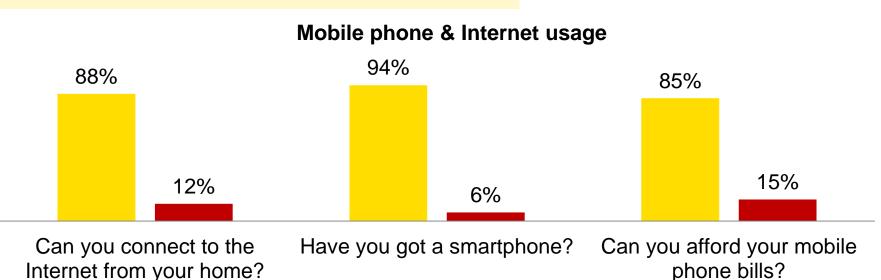
- 'Having and using a phone' was very important to care leavers in our focus groups – a phone was a way to keep memories and photos, keep you in touch with people and source information. It was especially important if living alone.
- Research has shown that social media can be beneficial to young people in care. It can help young people maintain networks and reduce isolation, contribute to increased self-esteem and mental well-being, and give opportunities to network with support organisations. (Hammond et. al, 2018)

Yes

- Care leavers in North Somerset (88%) were less likely to live in households that had Internet access compared to peers (96%) in the general population. (ONS, 2020)
- They were also less likely to have a smartphone (94%) compared to their peers (99%) aged 16-24. (Statista, 2020)

58

No



Changes since last survey

Better than last survey No significant change

Worse than last survey

		2018	2021
	Often/always feel lonely	21%	22%
	Can connect to internet at home	71%	88%
	Have a smartphone	82%	94%
C	Afford mobile phone bill	77%	85%

3.7 Feelings

- Anxiety
- Happiness with appearance
- Stress
- Different feelings in the last month



Anxiety

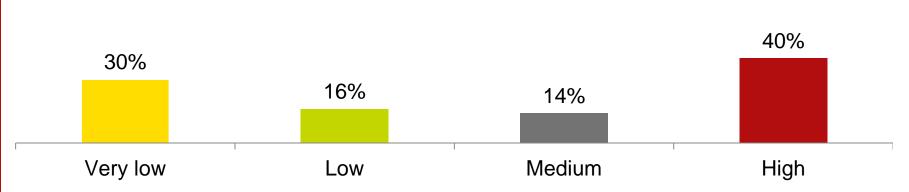


Care leavers were asked on an 11-point scale how anxious did you feel yesterday?

General population: The ONS found that in the general population (16-24yrs) 42% reported very low anxiety and 18% report high anxiety. (ONS, 2017)

 40% of care leavers in North Somerset reported high anxiety yesterday compared to 34% of care leavers nationally (though the difference was not statistically significant), and 18% of 16-24yrs in the general population.

How anxious did you feel yesterday?



Happiness with appearance

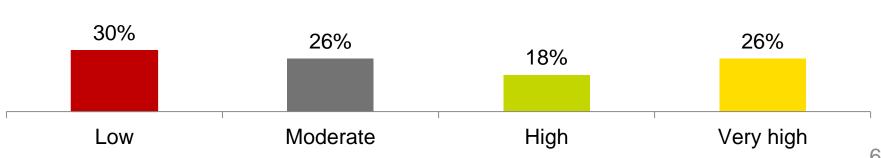


Studies have shown that poor body image is associated with low self-esteem, depression and self-harm. (Cash and Smolek, 2011)

Care leavers in our focus groups discussed how they thought that the way you felt about your appearance was closely linked to self-confidence.

- Our previous Bright Spots work showed that looked after girls were more likely to have a lower opinion of their appearance than boys. (Selwyn & Briheim-Crookall, 2017)
- This trend continued for care leavers in North Somerset as more female care leavers (37%) were unhappy with their appearance compared to male care leavers (20%).

How happy are you with the way you look?



Stress

We used questions from the 'perceived stress scale' (Cohen et al, 1983) to ask care leavers about their feelings and thoughts during the last month.

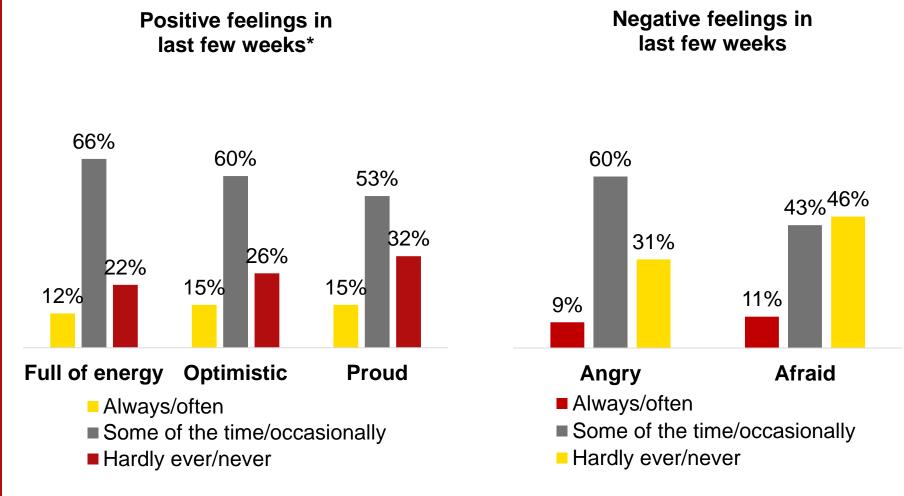
	Very often	Fairly often	Some- times	Almost never	Never
Unable to control the important things in life*	18%	25%	36%	11%	11%
Difficulties were piling up higher than you could solve them**	18%	19%	33%	15%	14%
Things were going your way*	11%	24%	38%	19%	9%
Confident about your ability to handle your personal problems	21%	25%	36%	13%	5%

^{*} Percentages sum to 101% due to rounding

^{**} Percentages sum to 99% due to rounding

Different feelings in the last month

All care leavers were asked, in the last few weeks how often have you felt ... full of energy? optimistic? proud? angry? afraid?



^{*} Positive percentages sum to 101% due to rounding

Comments on feelings

22 care leavers gave text responses on: *Is there anything else you would like to tell us about your feelings?*

- Lots of care leavers wrote about their mental health. Often this was associated with Covid19 and anxiety.
- Many wrote about life being difficult.
- A couple wrote about their weight and appearance (both negatively and positively).
- A couple wrote about the control they have in their life.

Feel proud with uni grades and how much I've achieved - my own business.

I can't control much in my life. Decisions are made for me by people who will not be in my life soon. I just have to go with it.

I'm feeling sad.

I feel very stressed and nothing is going well in my life. Feel comfortable about the way I look - added some weight on. Confident in certain outfits.

I feel more anxious and nervous to leave the house lately because of Covid19.

3.8 Well-being

- Happiness yesterday affect
- Life satisfaction overall evaluation
- Are the things you do worthwhile? – psychological/ eudemonic well-being
- Positivity about the future
- Gender differences
- Very high well-being
- Low well-being



Happiness yesterday



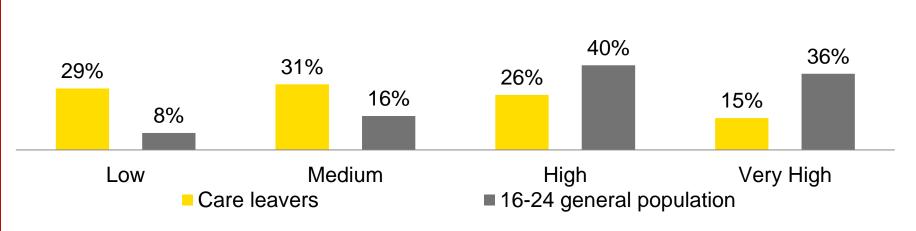
To compare to young people in the general population care leavers were asked the same questions that are used to measure subjective well-being by the Office of National Statistics. (ONS 2017)

All care leavers were asked, *How happy did you feel yesterday?* and selected a point on a 0-10 scale where

0 = 'not at all' and 10 = 'completely'.

- 41% of care leavers reported high or very high happiness the previous day compared to 76% of young people (16-24yrs) in the general population.
- This is also notably lower than care leavers nationally (47%), but is not statistically significant.

How happy did you feel yesterday? *n*=94



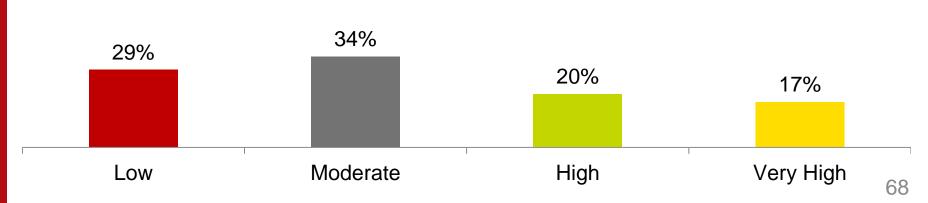
Life satisfaction



Care leavers were asked overall, how satisfied are you with your life nowadays? on a 0-10 scale. A score of 7-8 is considered to be high life satisfaction and a score of 9-10 very high.

- 17% of care leavers reported 'very high' overall life satisfaction compared to 32% of young people in the general population aged 16-24yrs.
- 29% of care leavers recorded low life satisfaction compared to 3% of young people in the general population.

How satisfied are you with your life? (n=94)



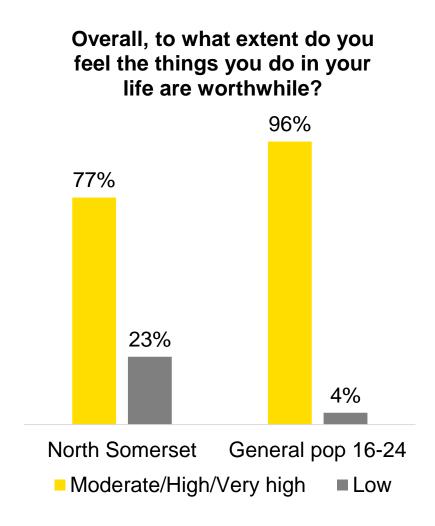
Are the things you do worthwhile?

Having a meaning or a purpose to life is strongly associated with well-being. (ONS, 2018a)

Young people were asked on a scale of 0-10 overall, to what extent do you feel the things you do in your life are worthwhile?

Out of 94 care leavers in North Somerset:

- 14% scored very high;
- 26% high;
- 37% moderate; and
- 23% low.
- 14% of care leavers in North Somerset had very high scores in terms of whether they felt the things they did were worthwhile compared with around a third (32%) of the general population.



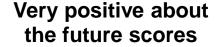
Positivity about the future

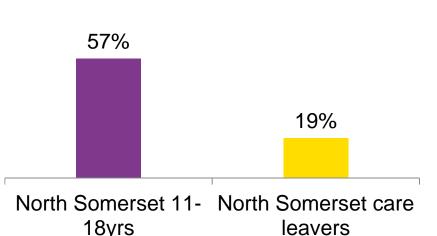


Young people were asked on a scale of 0-10 how positive are you about your future?

In the focus groups a main theme for young people was 'having and achieving goals'. All care leavers in North Somerset were asked if they agreed with the statement I've got goals and plans for the future.

- Most young people (80%) 'mostly agreed' with the statement 'I have goals and plans for the future', but 19 (20%) disagreed with the statement.
- This is worse than care leavers nationally, where 87% mostly agreed with the statement.
- 18 (19%) reported very high positivity about their future. 25 (27%) reported low positivity about their future.
- This is substantially worse than care leavers nationally, who were more likely to report very high positivity about their future (27%), and less likely to report low positivity (20%).





Gender differences

QQ

Our previous research with children and young people in care (Selwyn & Briheim-Crookall, 2017)

showed that girls in care felt the stigma of their situation more keenly than boys, were much more likely to worry about their appearance and less likely to enjoy school. Girls in care aged 11-18yrs were less likely to say life was worthwhile and were more negative about the future than boys.

Similarly ONS (2017) found that young women in the general population were significantly more likely to report symptoms of anxiety and depression than young men; in 2014 to 2015, around 1 in 4 young women (25%) reported symptoms of anxiety or depression compared with fewer than 1 in 6 young men (15%).



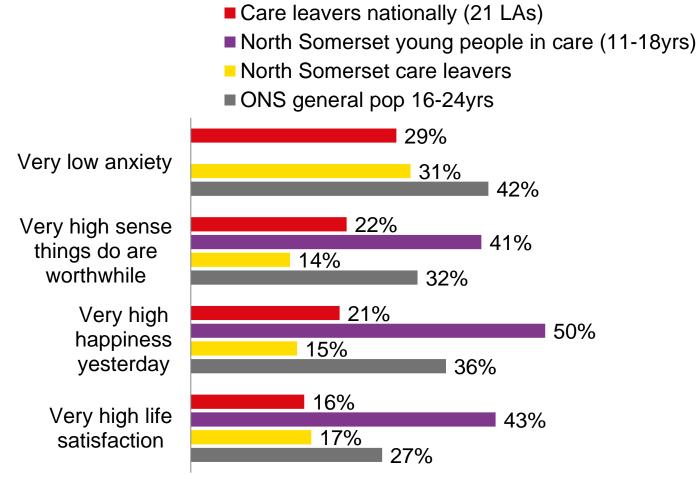
In contrast to the general population, care-experienced young men in North Somerset were more likely to report high anxiety (46%) than young men (33%).

- Some statistically significant gender differences were found:
 - Male care leavers were less likely to report optimism, with 33% of men reporting hardly ever/ never feeling optimistic in the past few weeks, compared to 19% women.
 - Female (43%) care leavers were almost 3 times more likely to report gaining emotional support from their pets compared to men (16%). 50% of women had a pet compared to 30% of men (although this was not statistically significant).

Well-being scales – very high scores



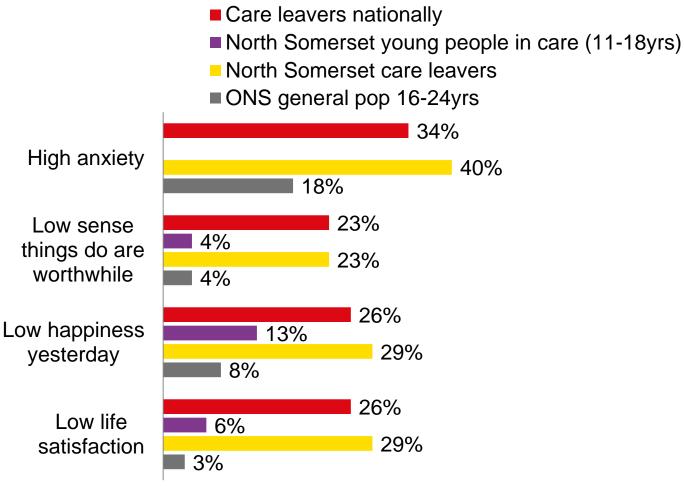
Proportion of young people with very high well-being scores – comparison with general population and looked after young people



Well-being scales – low scores



Proportion of young people with low well-being scores – comparison with general population and looked after young people



Low well-being

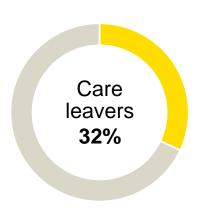


30 (32%) care leavers had low well-being (i.e. scored 4 or less on two or more of the 0-10 well-being scales).

Associated with low well-being was:

- Not always feeling safe (60%) or settled (30%) at home
- Not being happy with their appearance (60%)
- Always being lonely (47%)
- Not having goals and plans for the future (33%)
- Having financial difficulties (33%)
- Not having someone who believes they are a success (32%), or tells them when they've done well (28%), or listens to them (17%), or they can trust (23%).

Young people with low well-being



 Age, gender and disability were not statistically associated with low wellbeing.

Changes since last survey

No significant change Worse than last survey

		2018	2021
K	Happy yesterday	76%	40%
	Satisfied with life as a whole	28%	37%
	Things they do are worthwhile	43%	39%
Mary K	Positive about the future	19%	19%

Section 4: Care leavers' comments

What would you like to say or tell us about leaving care? What could make your experiences better?



Comments on leaving care

54 (56%) care leavers gave responses on: What would you like to say or tell us about leaving care? What could make your experiences better?

 23 care leavers offered suggestions for what would make their experience better.

Make sure that I am okay when I leave as when you've been in care system for as long as I have it will really difficult to adapt. I have had two really good workers out of my whole 13 years in care.

I would like to have more contact with leaving care, as sometimes I feel on my own. To have one social worker and not many, so I could have a chance to get to know them.

I think to make my experience better in care we should have an individual book and we need to know what we're entitled to as being a care lever and it needs to be explained to us more and I think we should've been taught more about managing money from a young age [...]

Being listened to more.

If the social worker department, could get more support. The amount of kids that come in and out of foster care do go through a lot, and they need extra support from social workers.

Positive comments

- 22 of the comments were entirely positive (41%).
- Many wrote to simply say 'thank you', and that they received a good service and had a good experience.
- Many wrote positively about the support the had received.
- A good relationship with their leaving care worker was frequently cited. Often, this came in contrast to their experience in care.
- Some really valued social workers and the profession, highlighting the important work that they do, and that politicians do not appreciate that.

[...] we have these social workers working on the next generation, who do so much. [...] I don't think the politicians or the MP's put a lot of thought into how much social workers are trying/doing.

More support than previous care experience. Always hands on. Better relationship with leaving care workers than social workers.

Thank you!

Leaving Care on a whole is really positive with support and lots of opportunity. It's down to the Leaving care PA you get. My experience wasn't so good but had lots of other support.

I am very happy with my experience, [name] has done a great job

Negative comments

- Over half the comments (*n*=29, 54%) were negative.
- Many wanted better communication and availability from their Leaving Care Personal Advisor.
- Many discussed improvements to the transition and the need for more support: being taught how to manage money was explicitly cited.
- Some simply wanted the process of leaving care to be over.

I can't wait to just be a normal adult and not a care leaver.

More contact, including more attempts to speak to me, and people to explain things. Also, I didn't know until today that I had a Pathway Plan, I don't even know what it is.

Leaving care is horrible. You have no choice on where you live and it's hard to get things you need when you first move on your own. I had to wait 3 weeks for my leaving care PA to be with me so I could buy kitchen knives.

Felt I could've been
Helped to prepare
better. Help managing
my money etc.

Helpful if all young people had support when they were ready to leave care rather than when they think you are ready. I feel like I've been forced to be independent. It shouldn't go on age it should be when the person is independent. Even though you reach 21 you should still have support. [...]

A note on Covid-19

The Your Life Beyond Care survey took place during Covid-19 restrictions. The care leavers made reference to the pandemic. There were 40 sets of comments explicitly linked to the impact of coronavirus. Comments citing Covid19, Lockdown, pandemic, and furlough predominately occurred in response to the questions, 'Is there anything that stops you having fun?' (19), 'If you are not in education, employment or training, can you tell us why?' (10), and 'Is there anything else you want to tell us about your feelings?' (4).

On 0 [hour] contract, so due to Covid19, [I am] out of work at the moment. Covid related job loss.

I feel more anxious and nervous to leave the house lately because of Covid 19

Lockdown means everything is closed and I can't see my friends. Lockdown doesn't give us much choice. Wants to do lots of things but can't right now. Want to play football.

Only thing stopping me is COVID. Daughter is walking now - want to take her to the park, and to other places.

Pepper pig world.

Section 5: References



References

- Baker (2017<u>Care leavers' views on their transition to adulthood: a rapid review of evidence, London: Coram Voice</u>
- Children's Rights Director for England (CRD) (2012) After care: Young people's views on leaving care Ofsted
- Cohen, S., Kamarck, T., & Mermelstein, R. (1983). A global measure of perceived stress. Journal of Health and Social Behavior, 24, 385-396.
- DfE (2018) <u>National Statistics Children looked after in England including adoption:</u>
 2017 to 2018 Department for Education
- Dixon, J. & Baker, C (2016) <u>New Belongings: An Evaluation</u>, London: Department for Education
- Dixon, J. & Lee, J. (2015) Corporate parenting for young people in care Making the difference? London: Catch22
- Dixon, J., Wade, J., Byford, S., Weatherly, H., & Lee, J. (2004) Young People Leaving Care: A Study of Costs and Outcomes – Report to the Department for Education and Skills: University of York
- Gilligan, R. (2009) Promoting resilience London: BAAF

References (2)

- Hagell A and Shah R (2019) Key Data on Young People 2019. London: Association for Young People's Health.
- Hammond et al (2018) Social Media, Social Capital and Adolescents Living in State Care: A Multi-Perspective and Multi-Method Qualitative Study, The British Journal of Social Work, bcx144, https://doi.org/10.1093/bjsw/bcx144
- Kelly et al (2016) Transitions and outcomes for care leavers with mental health and/or intellectual disabilities: Final report. Belfast: QUB.
- ONS (2017) Young people's well-being measures, Office for National Statistics
- ONS (2018a) <u>Measuring National Well-being: Domains and Measures</u>, Office for National Statistics
- ONS (2018b) <u>Loneliness</u> What characteristics and circumstances are associated with feeling lonely? Analysis of characteristics and circumstances associated with loneliness in England using the Community Life Survey, 2016 to 2017.
- ONS (2020) <u>Internet access households and individuals</u>. Office for National Statistics

References (3)

- Selwyn & Briheim-Crookall (2017) Our Lives, Our Care: Looked after children's views on their well-being University of Bristol and Coram Voice
- Sserwanja, I & Marjoribanks, D (2016) Relationship Distress Monitor: Estimating levels of adult couple distress across the UK, Relate
- Statista (2020) Smartphone ownership penetration in the United Kingdom (UK) in 2012-2020, by age https://www.statista.com/statistics/271851/smartphone-owners-in-the-united-kingdom-uk-by-age/
- Understanding Society (longitudinal study) https://www.understandingsociety.ac.uk/
- Warttig et al. (2013) New, normative, English-sample data for the Short Form Perceived Stress Scale (PSS-4)
- What Works Centre for Well-being (2017) Understanding local needs for well-being data, from: https://www.whatworkswellbeing.org/product/understanding-local-needs-for-wellbeing-data/



For enquiries about the Bright Spots Programme see:

https://coramvoice.org.uk/for-professionals/bright-spots-2/ or contact:

brightspots@coramvoice.org.uk







