

Appendix 4

Children in Care Council Pledge Audit

Summary

The Pledge is a promise made by Derby City Council to all Derby City children in care and leaving care. The Pledge is part of Derby's commitment to give children in care and leaving care the best opportunities they can have in life. All adults who work for and with the Council will make a commitment to work to the Pledge at all times.

The Pledge was conceived by the Derby City Children in Care Council throughout 2012 and was originally sent out to all looked after children and young people in November 2012 and again in November 2013. Another round of leaflets will be sent out again in December 2014 with the quarterly 'Focus on Us' newsletter. Posters and leaflets have been sent out at regular intervals to all Derby City Council offices and can be seen displayed on actual and electronic notice boards around the city.

Following this audit, a further round of leaflets and posters will be sent to all relevant teams and offices working with children and young people in care.

On 30th October 2014, 3 young members of the Children in Care Council were invited in to the CSV offices to conduct an audit of the Pledge. The purpose of the audit was to undertake a review of how well known the Pledge is and if staff are able to give any indication of how well they have read, understood and implement the contents. The young people were also curious to know about how well the audit would be received by the staff answering the telephone.

29 telephone numbers were selected at random from teams working with children and young people in care. The breakdown of these were as follows:

- 16 Social Workers
- 5 Residential Homes
- 1 Independent Reviewing Officer
- 3 Deputy Head of Service/Team Managers
- 2 Director of Specialist Services
- 1 Leaving Care Worker
- 1 Education Department

Out of these 29 telephone calls made, 23 calls were answered. No messages were able to be left on the remaining 6 numbers despite leaving the phone to ring for at least 7 rings.

The young people had decided in agreement with CSV staff, the questions that would be asked. They wanted to give staff the opportunity to answer a couple of easy and hard questions.

Q1. Do you know about the Children in Care Pledge? Have you read it thoroughly?

	Social Workers	Residential Homes	IRO	Deputy Head/Team Manager	Directors	Leaving Care Worker	Education Dept	TOTAL
YES	7	5	1	3	2	1	0	19
NO	3	0	0	0	0	0	1	4
	10	5	1	3	2	1	1	23

Q2. Have you seen a copy of it recently? What colour is it?

(The answer is mainly white, blue and pink)

	Social Workers	Residential Homes	IRO	Deputy Head/Team Manager	Directors	Leaving Care Worker	Education Dept	TOTAL
YES	7	4	1	2	2	1	0	17
NO	3	1	0	1	0	0	1	6
	10	5	1	3	2	1	1	23

Q3. On the Pledge, there is a timescale within which you should be contacted by your social worker if you need them. Do you know how long this is?

(The answer is 48 hours)

	Social Workers	Residential Homes	IRO	Deputy Head/Team Manager	Directors	Leaving Care Worker	Education Dept	TOTAL
YES	7	4	1	2	2	1	1	18
NO	3	1	0	1	0	0	0	5
	10	5	1	3	2	1	1	23

Q4. There are 3 main points to the mission statement. Can you name one?

(Choices are:

- We will ensure that you are listened to and your views are taken seriously.
- We will treat you fairly, equally and with respect at all times.
- We will support you and ensure you have access to an independent advocate if you need one.)

	Social Workers	Residential Homes	IRO	Deputy Head/Team Manager	Directors	Leaving Care Worker	Education Dept	TOTAL
YES	7	4	1	2	2	1	0	17
NO	3	1	0	1	0	0	1	6
	10	5	1	3	2	1	1	23

As mentioned previously, the young people were also curious to note whether the professional speaking to them did so in a friendly and welcoming manner. Whilst 12 out of the 22 people consulted spoke to the young people in a friendly manner and 6 in an extremely helpful and friendly manner, it is disappointing to note that 4 were noted as being unfriendly with 1 being noted as rude and unhelpful.

The young people were particularly pleased to note that whilst social workers and residential staff may work within the Pledge on a daily basis, the more senior managers were amongst those most knowledgeable and friendly.