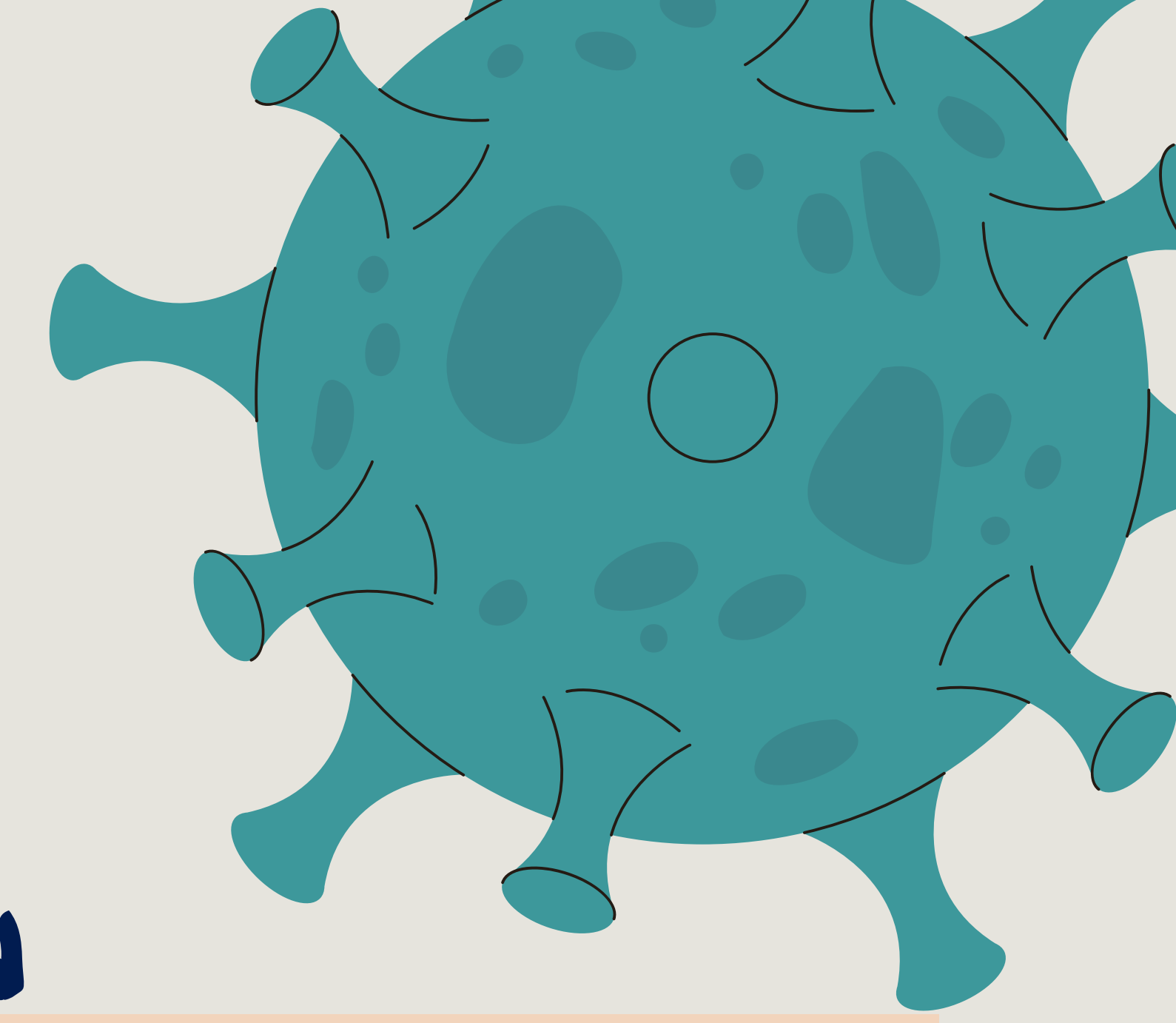


# HOW HAS COVID-19 AFFECTED CHILDREN IN CARE AND CARE LEAVERS?

What did you tell us?



## IMPORTANT!

Every Child in Care and Care Leaver is unique. The only thing you all have in common is that at some point you have been in care.

Even though you all have that in common, each of your experiences in care is unique.

It is really important we don't assume you all have the same experience in care and that you all have the same opinions.

You may not agree with some of this feedback, but we hope that some parts of it will reflect your experiences of the pandemic.

## IN GENERAL

Children in Care and Care Leavers experienced many of the same challenges brought by the pandemic as their peers.

## HOWEVER...

The UK's three lockdown periods generally impacted Children in Care and Care Leavers more than most other young people because...

## KEY CHALLENGES REPORTED WERE...



You often weren't able to see your biological family in person.



If you weren't old enough to have a phone, it was hard to keep in touch with your friends.



You could only see your Social Worker and Personal Adviser virtually.



Care Leavers often live alone at a younger ages than your friends would, so were more likely to spend lockdown alone.



Some of you saw delays in getting your housing repairs sorted and getting mental health support.

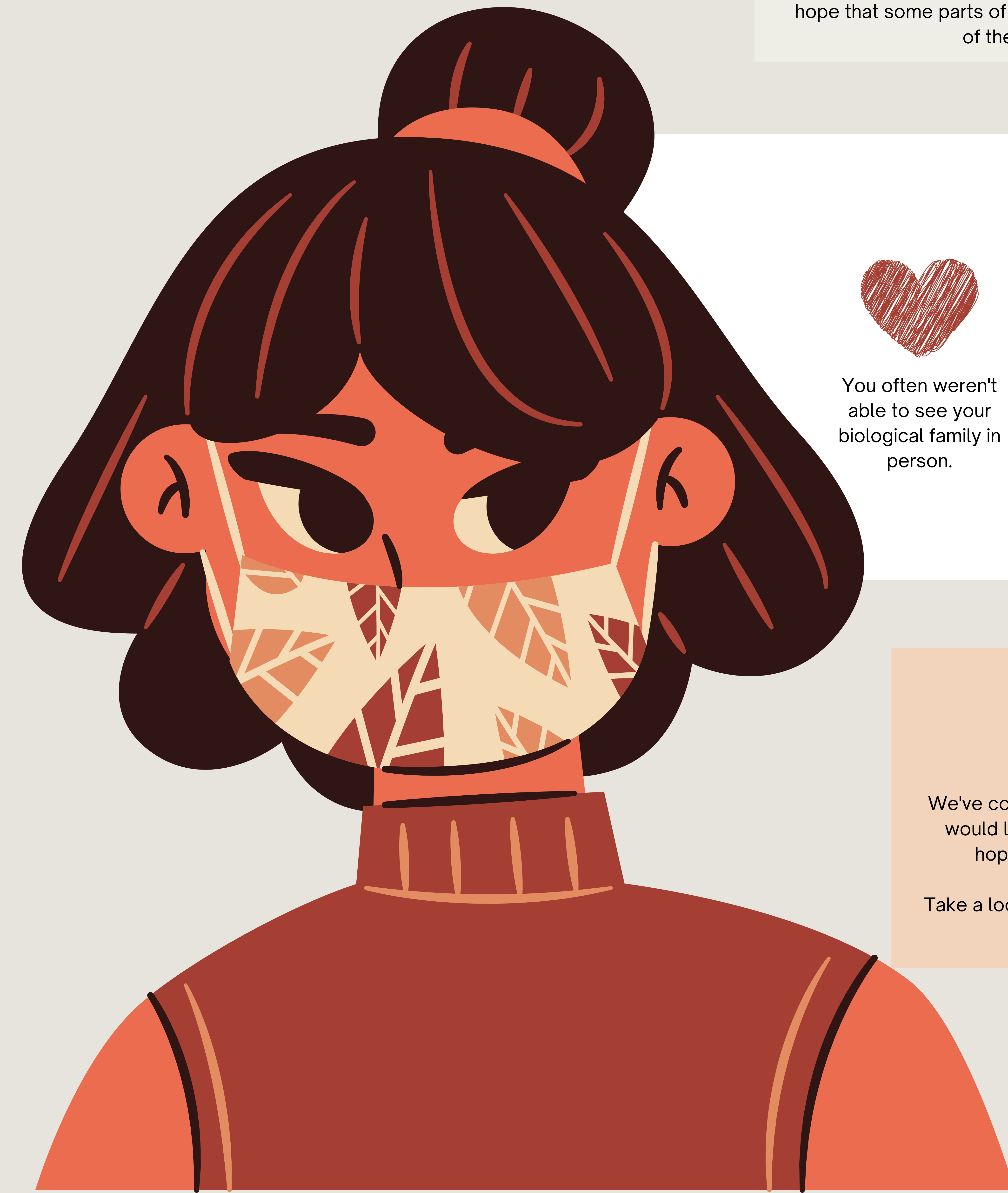
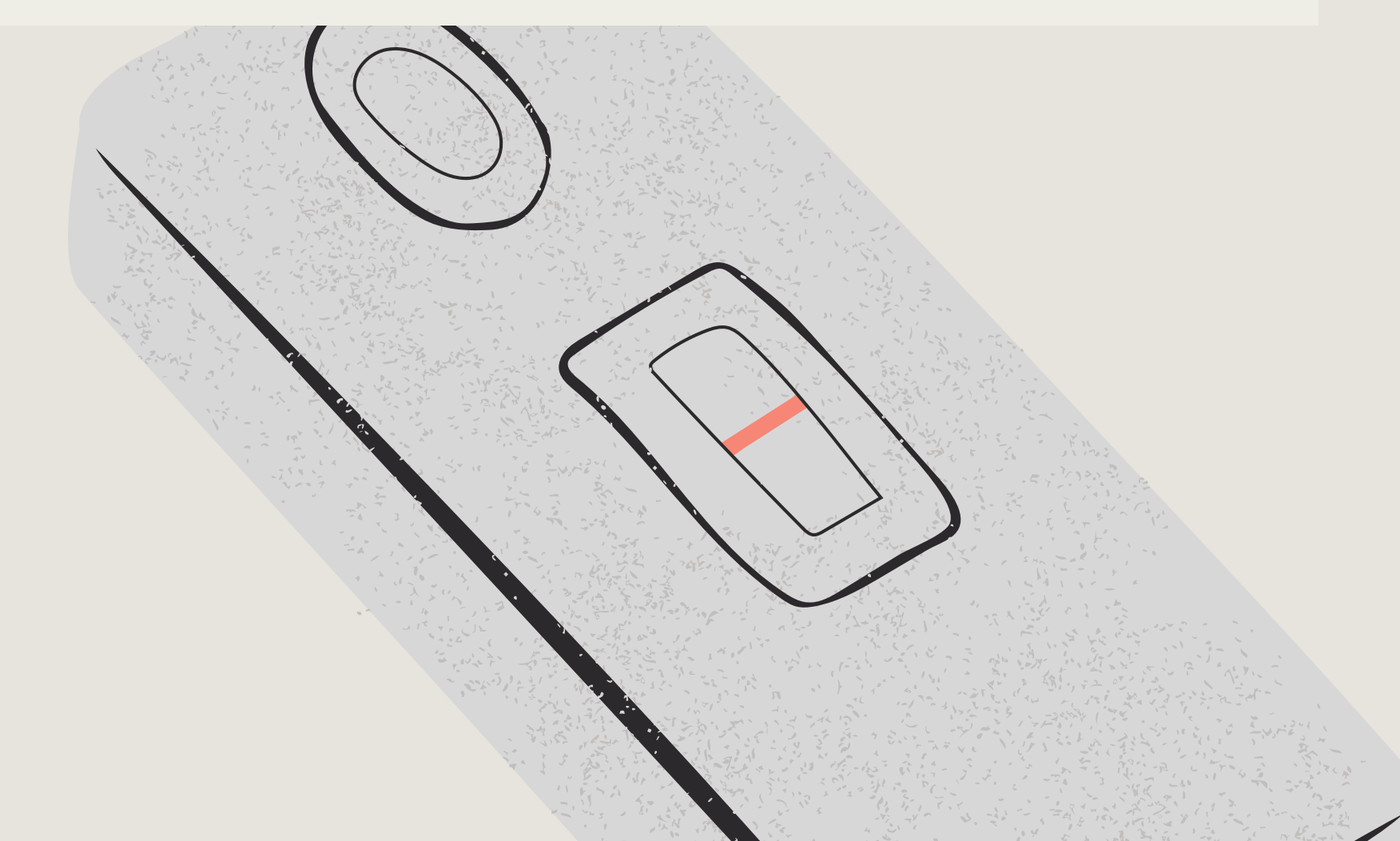
## SO HOW CAN WE BETTER SUPPORT YOU?

We've come up with some recommendations of things we would like Newham to do to better support you. We're hoping to achieve these by the end of this year.

Take a look at the next page to see what we're going to do to help you with these challenges.

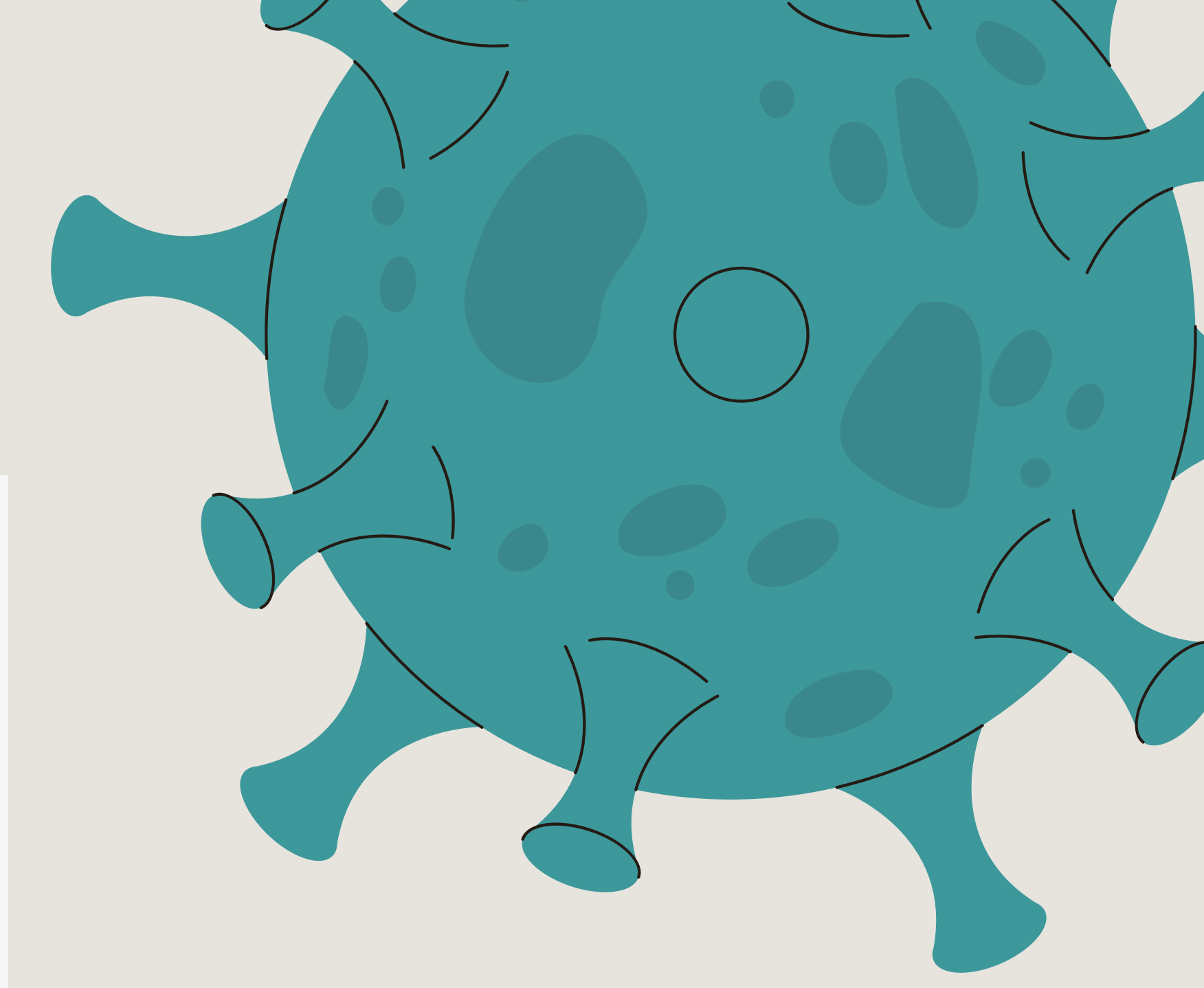
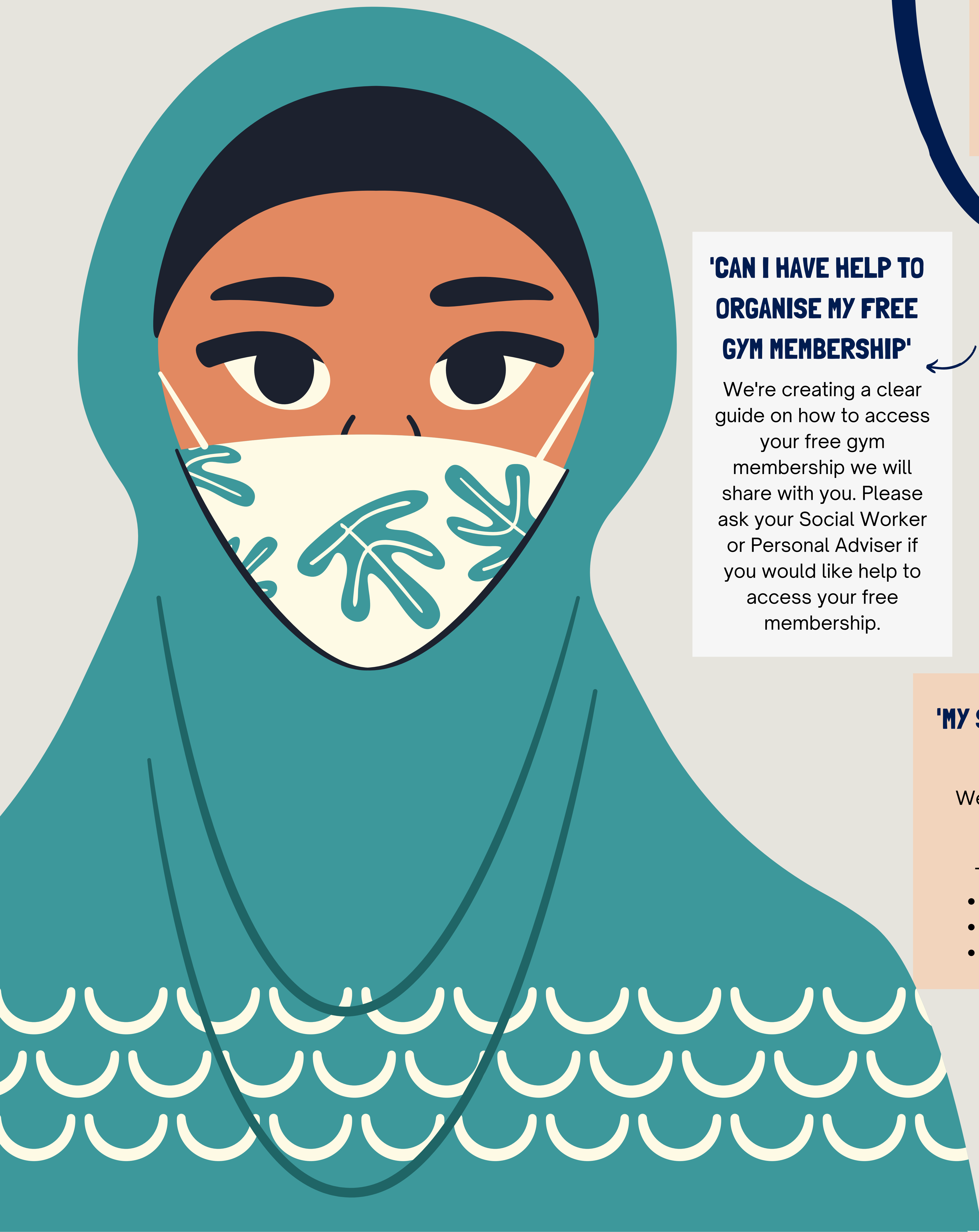
## SOME UNEXPECTED BENEFITS OF THE PANDEMIC FOR YOU INCLUDED...

- Some had more contact with friends and family by gaming and video calling during lockdown.
- Some of you preferred to talk to your Social Worker and others who care for you virtually as it was less overwhelming.
- Some of you preferred staying at home.



# HOW HAS COVID-19 AFFECTED CHILDREN IN CARE AND CARE LEAVERS?

How are we going to improve?



**'WHEN I HAVE PROBLEMS WITH MY FLAT, IT'S HARD TO GET A HOLD OF THE HOUSING ASSOCIATION FOR THEM TO FIX IT'**

We're going to take a look at how we can better support you when you have problems with your Housing Association to help you to organise any repairs you may need.

**'WHEN PEOPLE ASK US FOR FEEDBACK, THEY DON'T TELL US WHAT THEY DO WITH IT...'**

We're going to make sure that when you give feedback, we come back to you to share what we did with your feedback and what changes we made.

**'I WOULD LIKE MORE SUPPORT FOR MY MENTAL HEALTH'**

We now have Carey-Ann, our new Emotional and Mental Wellbeing Nurse to help you with your mental health. Please ask your Social Worker or Personal Adviser to talk to her if you would like.

**'THE VIRTUAL SCHOOL BULLETIN ISN'T VERY ENGAGING SO I DON'T LOOK AT IT OFTEN...'**

We're going to redesign the Virtual School Bulletin so it looks more engaging and interesting for you to read.

**'CAN I HAVE HELP TO ORGANISE MY FREE GYM MEMBERSHIP?'**

We're creating a clear guide on how to access your free gym membership we will share with you. Please ask your Social Worker or Personal Adviser if you would like help to access your free membership.

**HOW ARE WE GOING TO BETTER SUPPORT YOU GOING FORWARDS?**

**'THE TRAINING YOU DO WHEN YOU LEAVE CARE ISN'T VERY DETAILED AND COULD COVER MORE RELEVANT TOPICS...'**

We're going to look at the training programme and change it according to your feedback.

**'MY SOCIAL WORKER DOESN'T ALWAYS KEEP ME UPDATED ABOUT THINGS THEY PROMISE THEY WILL DO...'**

We are going to create a template for your social worker to fill out and send you after they meet with you.

- They will send you or your Foster Carer an email including:
- what you talked about
  - things they promised to do for you
  - when these things will be done by

