

# OUR EXPERIENCES

ENGAGEMENT EVENT  
23<sup>RD</sup> OCTOBER 2023

# Introduction

Five care experienced young adults:

- Caitlin O'Connor, Alisha , Lily, Adam Hart and Holly Sharp

Met with Dawn Alaszewski (Interim Head of Service for Safeguarding and Care Planning/Child) and Sharon Hetherington (Service Manager - Residential Homes and Resources), to discuss their journey with Pathways.

Staff who were an attendance were, Rachael Todner, Lily Scott and Kathy Peacock.

# What is going well?

Young people said they are having positive experiences with their Personal Advisors, these included: building up a good relationship with them, their worker is answering their phone, emailing back and sending messages ensuring they felt heard.

They said they are getting the correct support with transport to appointments, being offered financial support when needed and had help finding education, placements, jobs and other training opportunities.

Support from mental health worker for 18 plus has really helped strengthen the service

Setting up home is a good assets for Care Leavers and they are supported by PA's to spend this appropriately.

Senior management attending event and listening to the feedback

Providing relevant information to care leaver and discussing the care leaver offer

# What is not going well?



Young people said they were unhappy with the number of changes of Social Workers/ Personal Advisors. They felt the handover to a new worker had not been happening which meant they have to keep repeating their story/journey, this was negatively impacting on their relationships with them.

Young people said they were unhappy with their plans for moving on and felt there was not enough planning. They felt they were not being valued or their needs were not being met. They felt they were being placed in unsafe accommodation and the providers were not meeting their needs.

Young people said they had a negative experience when it came to post 18 plans as they were unsure where they could move to or what financial support was available - this was due to lack of communication. They said they had a negative experience when it came to communication around what they can use their "setting up home grant" for, and not knowing what opportunities were available around bursaries for university and what other financial support they were entitled to. They expressed how difficult and stressful this was/is due to not knowing what their next steps were.

# Future Ideas



We went on to discuss future ideas and what change they would like to see happen which were:

- Having earlier support to ensure we are in a better place before moving to the Pathways team
- Having good communication around what we are entitled to, we suggested having training put into place for this to be a success
- Having a positive plan around post 18
- Putting money, we use for social groups into other areas such as housing, so we have a safe space to move into instead of an unsafe area and the money to be beneficial instead of a waste
- Social groups to have a meaning behind them
- Personal advisors to be allocated before 18 this is to build up that relationship so they can have a clear path post 18
- Social worker to understand that they need to listen to both side of stories during crisis and placement breakdown.