

## APPENDIX B

### Entitlement Inquiry for Looked After Children and Care Leavers

The following table represents the key findings and recommendations found from the National Entitlements Inquiry. The Actions were devised from Senior Management Team (SMT).

Findings	Recommendations	Action	Person(s) Responsible
<p>Looked after children and care leavers don't always know about their rights and entitlements. Only 29% of children in care and 17% of care leavers feel that they have all the information that they need.</p>	<p>Independent reviewing officers should report on whether young people know about their rights and entitlements. IRO managers should include this in their annual report to the Corporate Parenting Board.</p> <p>Children in care should be given the contact details of their advocacy agency at every review meeting in an accessible way.</p> <p>Ofsted to consider how information and evidence about looked after children and care leavers' receipt and awareness of legal entitlements could be retrieved and aggregated from the first year of the new inspections.</p>	<p>Independent Reviewing Officers to look at Entitlements and record them. This will go to Corporate Parenting.</p> <p>Independent Reviewing Officers to ensure that standard contact details of the advocacy agency are given at every review.</p>	<p>Head of Quality Assurance</p>
<p>Children and young people are not being told in the right way. They want to be told by their social workers or personal advisors, in person, and they want to have something written down so that they can check what they have been told. They don't want the responsibility of finding information out for themselves.</p>	<p>Statutory agencies should work together to produce a leaflet with best practice examples to be sent to all Children in Care Councils and lead members to support them to seek the views of children and young people in their own area about the best way to provide information about rights and entitlements.</p>	<p>Leaflet to be designed by the Children in Care Council showing examples of best practice. This will be sent to social workers and young people. CiCC to then liaise with Children with Disabilities and develop leaflet to meet the needs of young people under Ken Harvey's service.</p>	<p>Head of Children with Disabilities CiCC, and Participation Officer</p>

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<p>There are particularly vulnerable groups among the looked after children population who struggle to understand information about rights and entitlements because it is not accessible to them.</p>	<p>Voluntary agencies should work together to produce a best practice guide for frontline workers on communicating complex information to children and young people with additional language, communication and learning needs. Department for Education to ensure information for frontline workers on entitlements is available on its website.</p>	<p>Workshop to be devised for social workers and personal advisors to inform workers of entitlements.</p>	<p>Head of Corporate Parenting</p>
<p>Where and when children and young people are told about their rights and entitlements are important. The length of time that someone has been in care and the age at which they entered care, as well as placement stability and instability, all impact on finding out and retaining information. 25% of children aged 5 to 9 know that they must have a care plan, compared to 68% of 10 to 15 year olds and 76% of 16 year olds and over.</p>	<p>Independent reviewing officers should report on whether young people know about their rights and entitlements. IRO managers should include this in their annual report to the Corporate Parenting Board. Children in care should be given the contact details of their advocacy agency at every review meeting in an accessible way. Care planning regulations should explicitly require social workers to share information about rights and entitlements regularly and not just on entry to care.</p>	<p>Independent Reviewing Officers to look at Entitlements and record them. This will go to Corporate Parenting. Independent Reviewing Officers to ensure that standard contact details of the advocacy agency are given at every review.</p>	<p>Head of Quality Assurance</p>

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<p>Those who care for and work with children and young people do not have enough information about the rights and entitlements of looked after children and care leavers. Only 18% of professionals who work specifically with children in care said that they had all the information they need.</p>	<p>Government should set realistic and manageable maximum caseloads for social workers and personal advisors to ensure that they have enough time to spend regular and quality time with the children and young people on their caseload. Young people who are care experienced should be involved in delivering training in every local authority that focuses on communication and relationships so that professionals understand how to communicate information about rights and entitlements.</p>	<p>Caseloads to continue to be monitored.</p>	<p>Head of Corporate Parenting</p>
<p>Some children and young people aren't getting their entitlements. Only 50% of care leavers said that they had a pathway plan. Some know about their entitlements but aren't getting them. 12% of young people knew that they should have a pathway plan, but said that they didn't.</p>	<p>Lead members should review annually with their Children in Care Council whether there is enough accessible and relevant information about their entitlements.</p>	<p>Entitlements to be recorded into Pathway Plans and Care Plans. This is to be monitored for evidence.</p>	<p>Head of Corporate Parenting</p>