

Welcome to the Care Leavers Provider Network

25 November 2025



Section 1: Care leavers Sufficiency Statement

Rianne Darko, Commissioning Manager
London Borough of Sutton

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Welcome and Introduction



10:00 - 10:10	Welcome / Agenda
10:10 - 11:10	Section 1: Care leavers Sufficiency Statement (and table activity)
11:10 - 11:45	Section 2a & b: Business Continuity Planning & Quality Assurance Update
11:45 - 12:15	Section 3: Fire Safety
<hr/>	
12:15 - 12:25	Break / Networking
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12:25 - 12:50	Section 4: Substance Misuse Support
12:50 - 13:00	Close

Our Care Experienced Young People

Care Leaver Numbers: The total number of care-experienced young people has increased year-on-year, reaching 413 in 2024-25. 149 care leavers are supported in home placements with support.

Age Profile: The 18 - 21 age group consistently forms the largest proportion of care leavers.

Gender Profile: The under-18 cohort is broadly gender-balanced with a slight female predominance (52%), while the over-18 cohort shows a clear male predominance (57%), reflecting national trends.

Ethnicity Profile: The younger care leaver cohort (16–17) is more ethnically diverse, with an over- representation of mixed-heritage (27%) and Black/Black British (14%) young people. The older cohort (18–25) is predominantly White (64%), but increasing diversity is emerging.

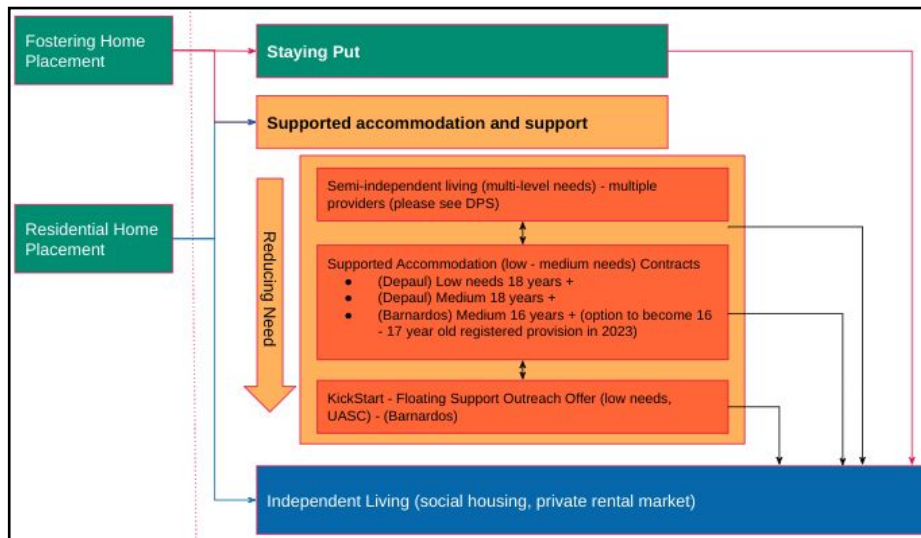
Needs Profile: Overall, support needs among 18–25-year-olds (including UASC) in semi-independent and supported accommodation are predominantly low. In semi-independent provision, 69% receive up to five hours of support per week (with 31% on ten hours or more), and in supported accommodation 65% receive low-level support, with 35% on medium-level support of around seven and a half hours per week.

UASC Population: The majority (85%) of UASC are aged 18-25, with 12% aged 16-17, and only 3% under 16. This aligns with national trends of UASC arriving in mid-to-late adolescence.

Sutton Support Pathway

Sutton offers a tiered pathway to independence for care leavers aged 16-25, including semi-independent provision, supported accommodation, and Staying Put arrangements. These are broken down as follows:

- Semi-independent placements (82 placements, 55%)
- Supported accommodation (53 placements, 36%)
- Staying Put arrangements (14 placements, 9%)



Placement Outcomes

- 30% of under 18 supported accommodation placements in 2024/25 were in Sutton, slightly below the London average (34.8%) and above the South West London average (24.4%).
- **Accommodation Suitability:** 95% of care leavers aged up to 21 were in suitable accommodation, an improvement from 92% last year.



Sufficiency Activity 2024/25

2024/25:

- Increased the number of providers approved on the Dynamic Purchasing System for placements for children in care and care experienced young people.
- Revised and secured approval of new Service Level Agreement with Transform Housing to ensure continued provision of affordable housing for UASC and care leaver population.
- Increased the number of supported accommodation homes in the borough by adding another property under Sutton Housing Partnership management to the Kickstart service model.
- Launched a new in-house service to pilot an intensive PA support service designed to reduce the incidence of multiple support professionals for care leavers and ensure intensive and meaningful support interventions focused on transition to adulthood outcomes.
- Increased the number of step down supported accommodation homes allocated to care experienced young people locally with the establishment of targeted service level agreements and placement arrangements with DPS providers.
- Engaged with supported accommodation providers and Andrews Charitable Trust to confirm supported move on pathway for homeless and care experienced young people. Andrews Charitable Trust's Establish Project provides affordable housing for young people taking their first step into independent living with employment support provided.

Sufficiency Activity 2025/26

- Continue to expand the provider membership on Sutton DPS.
- Evaluate the in-house intensive PA service pilot to inform future commissioning intentions for supported accommodation provision in the borough.
- Continue to work with providers to ensure development of local, high quality, registered placement provision to meet identified sufficiency gaps.

[Final Sufficiency Statement 2025](#)

[0 - 25 CYP Placement Commissioning Strategy
2022 - 2027](#)

Any questions?



1. Tell Us Survey, 2025 – Respondents

NB. Low response rate (only 18 responses) which may not be representative of full cohort - keen to increase responses in 2026



66% Male / 33% Female

Majority of respondents are male.



Ages 15-18 & 18-19

Majority aged 15-18, followed by 18-19 years.



Most Represented Ethnicity

Black/ African/ Caribbean/ Black British, followed by Asian/ Asian British.



Semi-independent / Supported Accommodation

Almost all respondents reside in this housing.

Tell Us Survey, 2025

General Happiness: Mixed responses with some areas showing higher levels of happiness than others.

Strengths

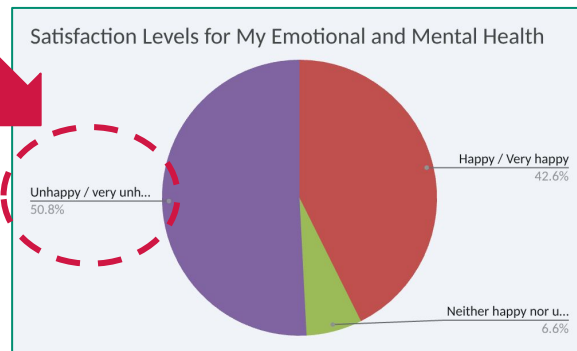
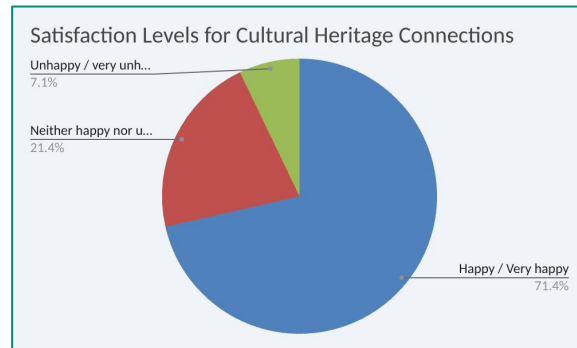
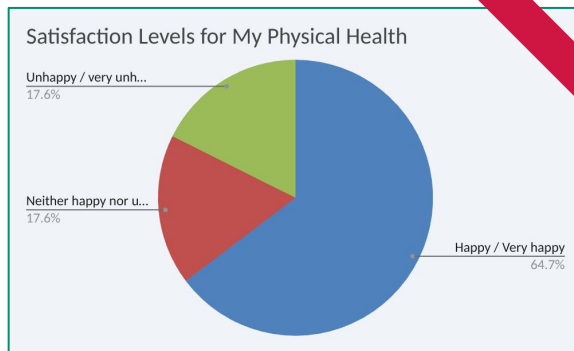
Significant majority are “happy” or “very happy” with their **personal safety** and **where they live**.

- Personal safety (89%);
- Where I live (78%);
- Friendships (72%);
- Experiences online (61%);
- Access to outside spaces to have fun (67%).

Sutton Information Hub -
Local Offer for Care Leavers

Areas for focus in 2026

Mixed picture for **health** and **cultural heritage connections** which may require more focus in 2026.



Tell Us Survey, 2025

Views on Care and Support: Generally a positive perception of care and support received.

Majority of respondents said they felt well cared for, felt safe where they lived, felt listened to and supported in understanding and celebrating their identity and cultural heritage.

Future Aspirations and Concerns:

The survey explored what respondents consider important for a good life in adulthood and what they are most worried about not having. They were asked to choose their top 5 items from a list of 15 choices.



Top Aspirations: 'A good job or career' (83%), 'Good friends' (83%), 'A nice home to live in' (78%) and 'Having a good education' (61%) are the most frequently cited factors for a good life.



Key Worries: 'A good job or career' (56%), 'A nice home to live in' (44%), 'Good friends' (39%), and 'Good emotional / mental health' (39%) are the most common worries for the future.

Key concerns align with most cited aspirations indicating a **strong desire for financial stability and good friendships**.

Tell Us Survey, 2025

Importance of Home Factors:

The survey explored what respondents consider important in a home. They were asked to choose their top 5 items from a list of 17 choices.

Respondents identified several factors as most important in a home, highlighting the significance of safety, environment, home practicalities and caregiver relationships.



Home Location

'Being close to public transport' (78%) is overwhelmingly the most important factor.

'Access to outside space' (50%) and 'Being close to local facilities' (50%) are also highly valued.



Safety and Welcome

'Happy and welcoming environment' (61%).

'Somewhere I feel safe' (44%)



Home Space and Practicalities

'Access to strong and fast WiFi & devices' (56%).

'A space where I can be on my own' (39%).

Young People's Feedback

What Is Working?

My current home is
quiet and safe

The
independence
but support when
needed

Easy access to
public transport

I really enjoy
talking to the
carers

Staff listen and understand. They
have rules that are completely
fair within the whole household.
We do house activities every
week. They don't let you down
and push you to be your best.

There is a garden
which i've never had
before ... and the
communal space is a
games room which is
such a chill space

A quiet and peaceful
place where I can
relax and chill

Young People's Feedback

What Could We Improve?

Stronger community connections , more spaces and opportunities for people to talk, support each other and feel less alone

More knowledge of available resources and services in the community

Extra encouragement as that may prompt me to do more things when I may not want to engage in something important

Allow friends in room and be allowed outside past 11pm once turning 18 years

Engaging and communicating with me more, though we do have key work sessions



Any questions?



Activity

- What are you seeing on the ground?
- Any emerging themes, challenges or opportunities?

Reflective question:

- Is this what you expected, and is there anything we need to consider or do differently?

Section 2a: Business Continuity Planning

Victoria James, Head of Climate Change &
Emergency Planning

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Section 2b: Quality Assurance Update

Linda Mamedy, Quality Improvement Officer
London Borough of Sutton

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Quality Improvement

Care Leavers Provider Forum

Presented by Linda Mamedy
Quality Improvement Officer
Commissioning Team



QI Introduction

Mauline Blake

Quality Improvement Manager

Linda Mamedy, Quality Improvement Officer.
Previously: 6 years - Deputy Registered Manager / LBS Short Term Assessment & Reablement Team; 3 years - Registered Manager, Domiciliary Care Agency

Ashleigh Paice

Commissioning Project Support

The Commissioning Team is responsible for assessing needs, planning, and purchasing services.

The QA team plays a crucial role in ensuring those services meet the required standards and achieve good outcomes”

The QA process is guided by;

- **The National Standards** / Guide to the Supported Accommodation Regulations including Quality Standards 2023
- **Ofsted Guidelines**
- **LBS Specification** for Semi-Independent Accommodation for Children in Care and Care Leavers

Contents

- **The Findings: QA Activity Summary & Emerging Themes**
- **What Works: Strengths Identified**
- **Our Framework: Self-Assessment & Review Process**
- **QA - Core Focus Areas**
- **Spotlight: Care Hub**

**We provide quality assurance for a large range of Commissioned Services,
all of which are governed by specific legislation and guidelines**

CHILDREN SERVICES

Residential Homes, Semi
Independent, Supported
Accommodation & Foster
Care

**COMMUNITY
SERVICES & SOCIAL
CARE**

ADULT SERVICES

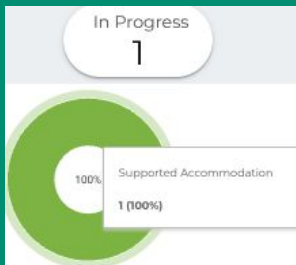
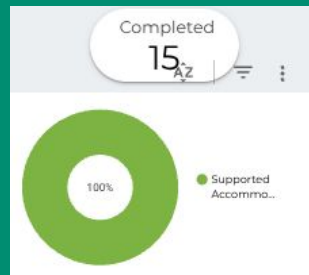
Residential & Care
homes, Supported
Living and Extra Care

**EDUCATION &
TRANSPORT**

**HEALTH PREVENTION
& WELLBEING**

*"We work collaboratively with
colleagues and partners,
recognising that everything we
do is for the benefit of our
residents. We treat people with
respect rather than making
assumptions about their needs
or behaviour."*

QA Activity from April 24



Emerging Themes

Accommodation / Health & Safety

- Environmental concerns / maintenance
- Fire Safety / Fire Risk Assessment

Compliance

- Safer recruitment
- DBS
- Supervision
- Training
- Internal audits; surveys

Strengths Identified

“You demonstrated the support was person-centred and spoke about individual’s history, preferences, cultural needs and desired outcomes”

“A critical strength hearing the young person's perspective during QA visit, provided direct evidence of the support being delivered”

“Engaged in the QA process”



Self-Assessment & Annual Review Process

Stage One

- Complete the Self Assessment Questionnaire (SAQ)
- Submit Supporting Documents

Stage Two

- Virtual QA, unless instructed otherwise by the Commissioning Manager.

Stage Three

- QA report issued (draft for accuracy & final).
- Outstanding items will be managed during Contract Management

- ❖ Communicate with the Commissioning Manager if you are unable to meet the SAQ deadline date.
- ❖ Check action plans from previous QA
- ❖ Before sharing documents, check that policies and procedures are in date, spreadsheets are up to date; e.g. ensure that ALL staff members are listed.
- ❖ Name and date documents

QA - Core Focus Areas

The organisation

Legal Registrations

Insurances

Statement of Purpose

Business Continuity Plan

Compliance

Updated Policies and procedures

Evidence of support planning, goals & achievements.

Evidence of review meeting

Young persons survey

Safer Recruitment

Recruitment process / evidence

DBS matrix

Training matrix

supervision matrix

Health & Safety

Fire safety / drills and evacuation

Fire Risk Assessment

Gas / Electricity / PAT certificate

Weekly/Monthly/Annual checks

Care Hub

Adult services

Children's services

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Working together to build a stable, sensitive and supportive care offer in Sutton.

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\(16-
25's\)](#)

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**YELLOW Cold-Health
Alert – (Cold weather
response) has been
issued for London and is
in effect between**

**Flu vaccination for
children**

**New: Vaping resources for young people,
parents and carers**

Safeguarding children



**Sutton child death
arrangements**



**Sutton Local Safeguarding
Children Partnership
(LSCP)**



**Supporting young people
in care and leaving care**



RESOURCES

- [Sutton Care Hub](#)
- [Sutton Information Hub](#)
- [Guide to the Supported Accommodation Regulations including Quality Standards 2023](#)



Any questions?



Activity

- What areas do you need support with?
- What type of support are you looking for?

Section 3: Fire Safety

Micky Bhasin, Sub Officer - Transport Liaison & Alternative
Energy, London Fire Brigade

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THIS FIRE TOOK HOLD IN UNDER 5 SECONDS



#ChargeSafe



E-bikes and e-scooters are London's fastest growing **FIRE RISK**

There is an e-bike or e-scooter fire
every two days in London.



#ChargeSafe



- Buy your e-bike or e-scooter from a reputable seller.
- Never block your escape routes with an e-bike or e-scooter.
- Only use the correct charger for your battery, otherwise you can greatly increase the risk of fire.
- Never charge your e-bike or e-scooter unattended or whilst you are sleeping.
- Don't modify or tamper with the batteries.
- Get a professional to carry out an e-bike conversion.
- Fit working smoke alarms where you are storing or charging your e-bike or e-scooter.
- Never try and tackle a fire yourself. Get away safely and call 999.

For advice on how to keep yourself and those around you safe,
scan the QR code or visit **[london-fire.gov.uk/chargesafe](https://www.london-fire.gov.uk/chargesafe)**



For further information
resources and videos:
[https://www.london-fire.gov.uk/
safety/lithium-batteries/the-dan
gers-of-electric-scooter-and-ele
ctric-bicycle-batteries/](https://www.london-fire.gov.uk/safety/lithium-batteries/the-dangers-of-electric-scooter-and-electric-bicycle-batteries/)

Any questions?



Section 4: Substance Misuse Services

Jessica Kelly, Young People Operations Manager

Cranstoun

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Here4YOUth – service overview

Jessica Kelly

YP operational manager – Sutton.

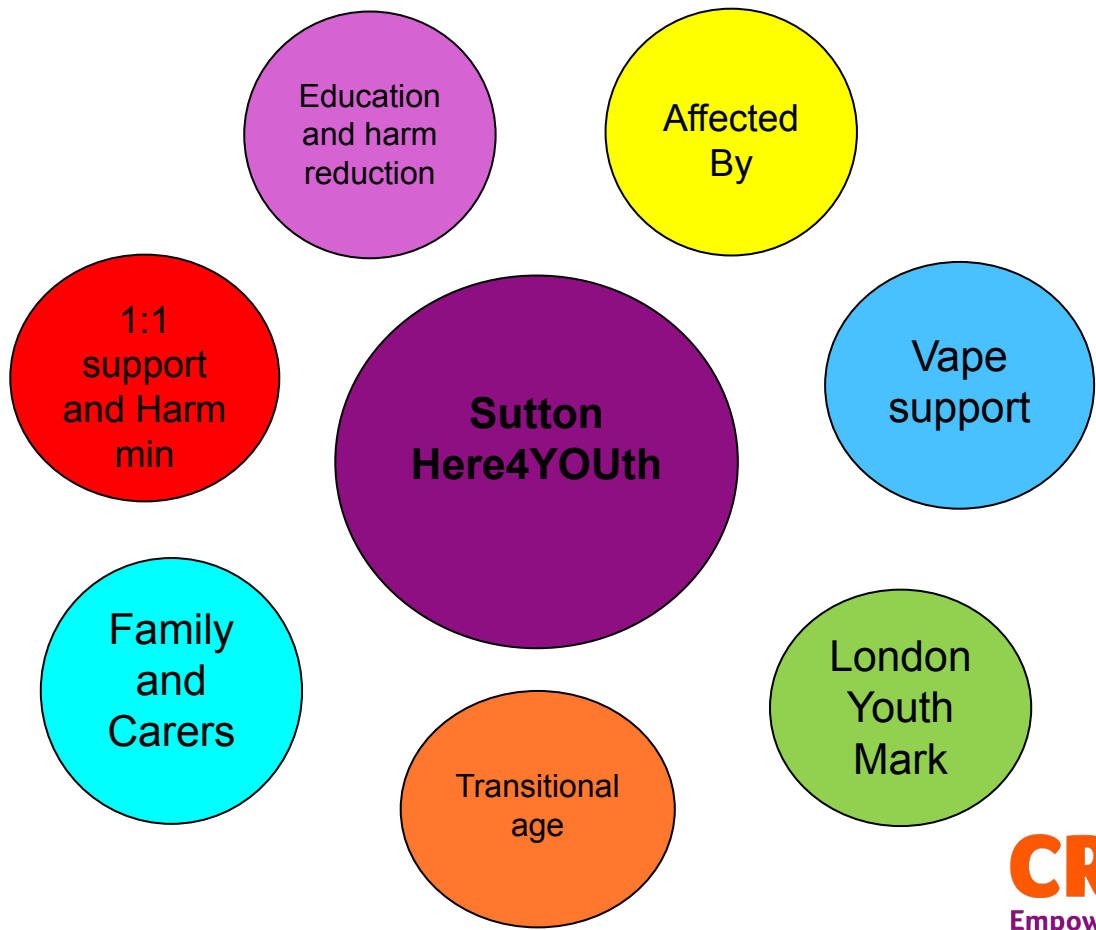


Every young person deserves
the best start in life.

At Cranstoun we give young people the power
to improve their lives & enable them to reach
their full potential.



Here4YOUth – service offer



Service Overview

- **Free and confidential** - we are a free service available to all YP living in Sutton. We use Gillick competencies and follow Fraser guidelines.
- **Holistic and Flexible** – looking at the whole YP not just the Drug/ alcohol use. We are not time bound with our offer.
CYP all have an allocated worker. We are an outreach service.
- **SPUR assessment** – Screening, prevention and upward referral. Ensuring YP are getting the right level of support and the right time.
- **Intervention models** - we use a number of models including:
Motivational interviewing , SFT, mindfulness and executive functioning.

Interventions and programmes

- **Drug and alcohol support** – We offer 1:1 sessions to help CYP reduce or stop their use. They are not time bound although most YP are given at least 6 sessions.
- **Affected by** – we offer support to Young people that are affected by parental substance use.
- **Harm reduction** – education to reduce the risks of use. This can include; dose awareness, harm reduction tools and overdose awareness.
- **Education and training** – Free bespoke workshops. Free training programmes for professionals. Schools Lead offering drop-ins, advice and support to staff.

Targeted work

- **Transition support** – support for 18- 21 (up to 25 with complex needs) dedicated worker to help bridge the gap between CYP and adult services.
- **Family and carers** – Service to support adults affected by others use. 1:1 sessions, drop –in service and peer support groups.
- **Vape Support** – specialist CYP worker can work with young people to provide education harm minimisation and support to quit vape use.

Adult services overview

Integrated working - we are an integrated service as part of Cranstoun inspire. Meaning we have access to support from the clinical and adults services allowing us to deliver joint up working.

IPS worker – assist in employment and education for over 18's

Clinical team - ORT , physical health nurse , shared care GP.

Outreach – St Helier , Night watch , Vanguard Centre, Naloxone training

New projects

WISE – women's hub

Structured day programme.

Current Trends

Working with CYP with substance we often become aware of local and national trends and patterns with use of specific substances.

Vaping – Nationally we have seen the rise of vape amongst YP over recent years and there have been a number of cases and discussions in the media regarding this.

THC- since the rise of Vape use we have also seen a rise in the USE of THC vapes.

Aerosols – Locally we have seen/ heard the use of aerosols crop up every so often. This has been happening more often

Vapes

Although vapes can be beneficial to help people who smoke cigarettes quit, they still carry risks particularly for young people and those who have never smoked.

Vapes create an aerosol that release chemicals and fine particles into the lungs, which can increase the risk of chest infections and respiratory conditions.

Most vapes contain nicotine which can have a huge impact on the developing brain. It can affect the neurotransmitters to reward centre and the prefrontal cortex which is responsible for emotional and cognitive processing.

Young people struggling with reducing vape use could use distraction techniques, switch to 0% nicotine vapes or in some case look at NRT.

Aerosols

We have seen a rise in Young people using a range of gases, solvents and aerosols containing volatile substances.

Effects include: confusion, slurred speech, mood swings, aggressive behaviour, hallucinations, vomiting, blackouts and breathing difficulties. They can also cause your heart to go out of rhythm, which if severe, can lead to a heart attack.

Long-term solvent use can damage the muscles, liver and kidneys. While very long-term use, such as 10 years or more, can cause a lasting impairment of brain function.

It can be hard to get the dose right. Just enough will give the desired 'high' – a little too much can result in a coma or even death.

THC Vapes

THC vapes are not sold legally in the UK, and there is little evidence of sale of vapes and liquids in the UK which actually contain THC. Tests have shown that many 'THC vapes' will actually contain a synthetic cannabinoid e.g. 'spice'. Symptoms can include:

- Dizziness
- Panic attacks
- Nausea or vomiting
- Delusion or hallucination
- May have little response to outside stimuli (may not acknowledge if you try to talk them)
- Seizures
- Breathing difficulties
- Unconsciousness

Signs and Supporting young People

There can be a number of signs that a YP might be using substances including:

- Paraphernalia
- Changes in behaviour
- Highly instant on privacy and independence
- Lack of money / missing valuable items

Thing to consider if you are having a conversation about possible use:

- Find the right time to discuss
- Calm and non-judgemental
- Reassure
- Try not to assume/ jump to conclusions
- Prepare for ambivalence

Any Questions?



Thank You

Jessica Kelly

Operational Manager

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Sutton Here4YOUth

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www.cranstoun.org



CRANSTOUN
Empowering People, Empowering Change

Thank you

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