

# Surrey's Leisure Offer for looked after children and care leavers

## 6-month update (June – December 2022)

### Introduction

The purpose of this report is to report on progress, successes and challenges in the first 6 months of operation of our Leisure Offer for Looked After Children and Young People and Care Leavers (including Unaccompanied Asylum-Seeking Children). It will consider feedback from children and young people, Social Workers and Personal Advisers, Foster Carers, administrative staff, and Leisure Operators with a view to refining the processes where necessary and making any other improvements necessary to enhance the offer.



The leisure offer launched on 1st June 2022 operating across all 11 Borough/Districts in Surrey and encompassing all 25 local authority owned leisure centres across 6 different leisure operators (Places Leisure, Everyone Active, Freedom Leisure, GLL/Better, Achieve Lifestyle, Fusion Lifestyle).

### Performance of the leisure offer scheme so far

The offer has been promoted direct to foster families via Supervising Social Workers, the Surrey Fostering Network and direct to looked after children via Social Workers/children's home workers. Care Leavers were reached via their Personal Advisers.

The table below shows the **cumulative figures** for the first 6 months of the scheme.

Quarter	Applications received	Eligible applications	Sent to leisure centres	Approved by leisure centres	Cards issued
1	240	216	177	137	137
2	376	350	350	230	230

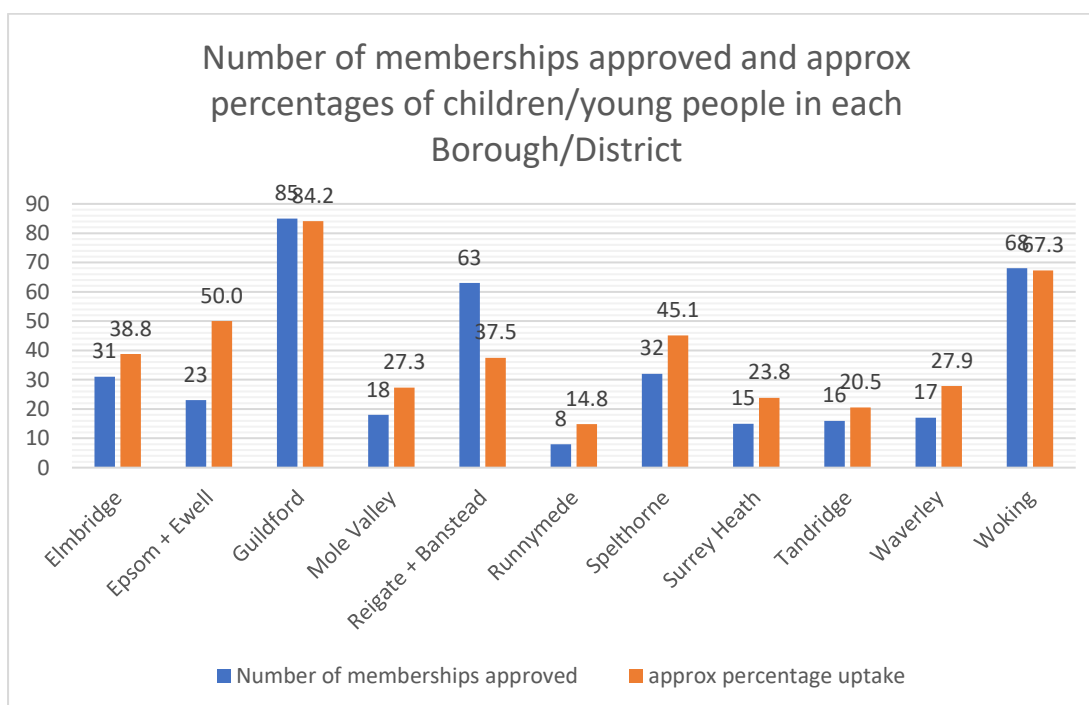
This equates to 38% of looked after children/care leavers applying to take up the offer.

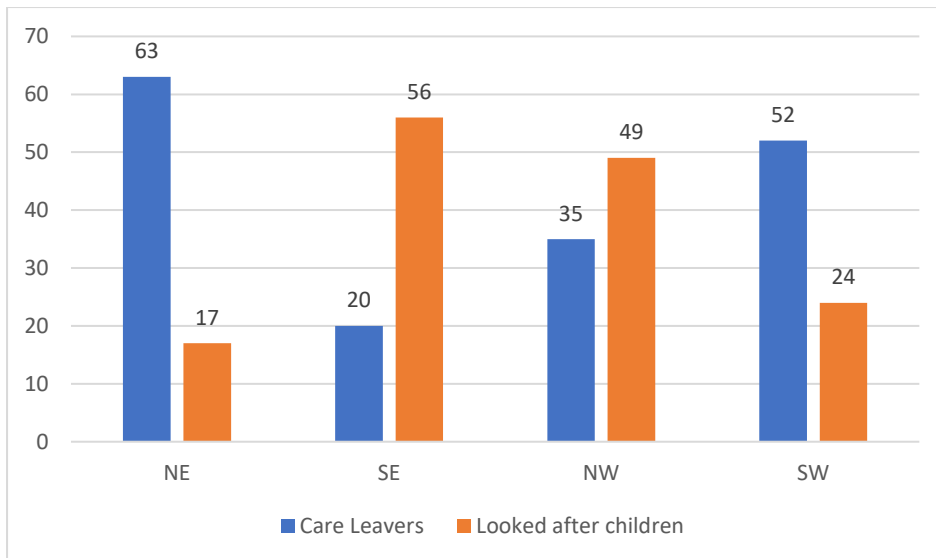
The main reasons for applications being ineligible were due to the young person not having been looked after by Surrey for 6 months by the time of the application, or living out of county.



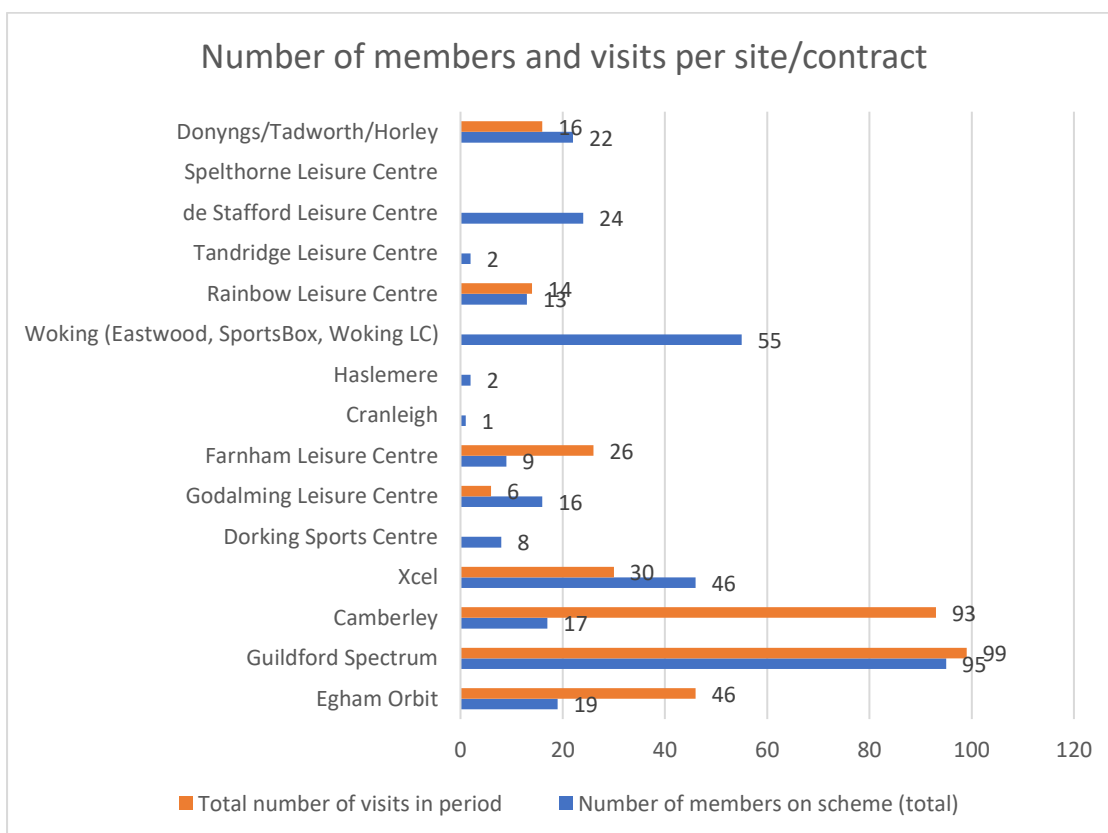
There have been some delays at some leisure centres with processing applications which can be seen in the data above – Everyone Active and GLL have an additional application process which means social workers/PAs have to submit a further application once approved by our administration.

The chart below shows the number of approved applications by Borough/District up to 1 December 2022.



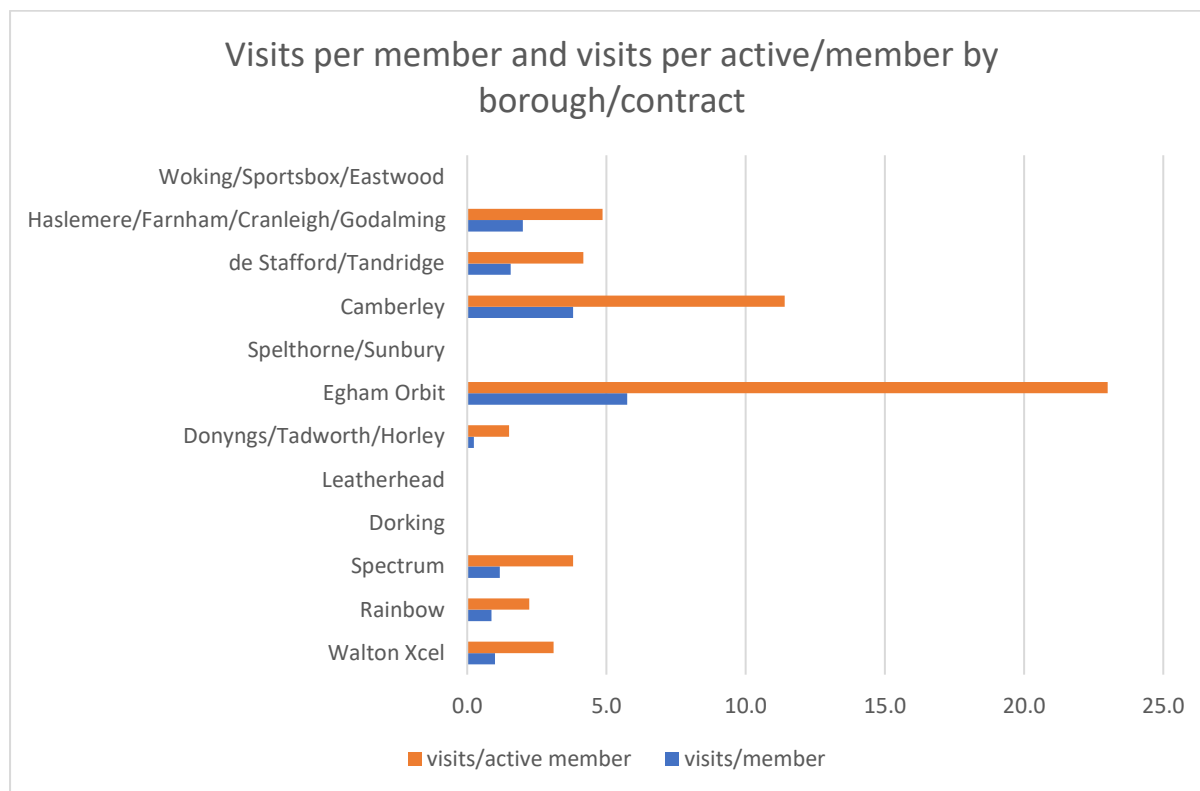


Leisure operators have provided us with data on the uptake of the cards which have been applied for during the first 6 months of the scheme. There are some gaps in the data which can be attributed to different systems being used in different leisure centres, this can even vary across centres run by the same operator in different locations. Some operators have experienced issues with more recent staff having taken on systems set up by people who have since left and not being able to report as completely as they would like to because of how things have been set up previously.



In total there have been 330 visits by looked after children/care leavers and foster families since the scheme began. Its worth noting however that GLL in Epsom and Ewell and Reigate and Banstead are

unable to report on the number of gym visits by young people as their system can only track bookings rather than casual attendances.



As can be seen from the data table (appendix 1) and the charts above there are some gaps in data on the number of visits at some sites.

### Feedback from leisure operators:

#### What is going well?

Information being received from Children's Services and membership cards being produced.

#### Even better if?

Children/families/young people use their cards more often.

#### What we could improve?

Communication of what is on offer at each centre – e.g. climbing, health suite, Friday Night Project, soft play etc.

Increase what is included in the offer.

Call to members to see if they are using the card, what would encourage/help them to use it more often.

Promotion was misleading to the carers - they were led to believe they got 50% off memberships. I understood, but they said that they were 'sold' it differently. I thought the scheme was fantastic!!

### Recommendations

1. **Follow up contact with young people who have applied for a card but not yet been to the leisure centre.** This could be via the leisure centre inviting the young person/child/family in

for a visit/induction. It could also be promoted by social workers, staff in residential settings or foster families.

2. **Contact young people as a follow up via their social workers to find out if there are other things preventing them from visiting the leisure centre** – e.g. not sure what to expect, not sure what they would like to do, unsure what they should wear, don't have the right clothes/shoes/equipment to attend.
3. Are all **social work teams equally aware and promoting the scheme to their children/young people?** There are some lower numbers for some cohorts of young people – CLA in north east and south west quadrants, care leavers in south east and north west quadrants. However this could be attributed to a lower numbers of children/young people in those quadrants.
4. **Runnymede has particularly low numbers of memberships** at their centres, but the proportion of active members is high, suggesting good satisfaction with the offer for those who are members.
5. **Some applications are taking too long to process.** Review guidance, improve processes and administration of applications by Children's Services.
6. **Is it possible for reporting to be improved at the sites who have not been able to provide data?** This would enable a better analysis across the county of uptake and use of the scheme by young people.



## Feedback from young people

We captured feedback from young people at the looked after children's annual Christmas party. There were not huge numbers of young people who had accessed the leisure offer but we had the following responses:

- a. *How often do you visit your local leisure centre?*
  - "3 times a week"
  - "twice a week"
  - [not yet, my brother has had an injury so I have not had anyone to come with me, I have had my membership card for 2-months]
- b. *How do you travel to your local leisure centre?*
  - By car (2 young people)
  - By car and walking (1 young person)
- c. *What kind of activities do you do?*
  - Swimming (3 young people)
  - gym (1 young person)
  - Friday Night Project (1 young person)
  - I would like to do "school, football, cricket and gymnastics" age 14 UASC
- d. *Who goes with you to the leisure centre?*

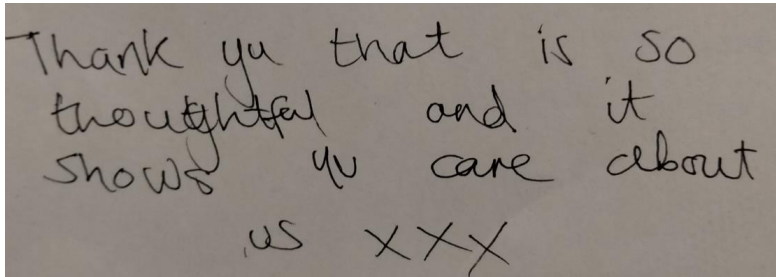
- “my foster carer”
- “my Nan” (foster carer)
- “my friend”

We asked the young people if they had any messages for us to pass onto the leisure operators

**“thank you, you are all so lovely”**

**“thank you for looking out for people who need help” aged 12-years**

**“thank you for everything you do for everyone”**



*“I’d also like to say thank you for the gym membership it’s helped me so much with my mental health and venting it through the gym. So massive thank you!”*

*“It was a great way to channel the negativity into something positive, I’m at the gym now and have been every single day for the past 2 weeks” – Care Leaver – North West Surrey*



*‘Just spoke to \*Kasim now, he’s picked up his gym membership card and has visited three times already, he hasn’t been swimming yet but is visiting the gym three times a week. ‘I love it, the gym is modern with latest equipment, I enjoy training here.’ Kasim is a man of few words, but he is genuinely pleased and making the most of the leisure offer. I think it’ll be great for Kasim as an active body keeps the mind sharp. This will help Kasim to build confidence, improve his mental health as he has been sectioned last year, and help him with his education too. South West Asylum Care Leavers’ Team \*name changed*

Appendix 1 – data table

Centre	operator	borough	Number of scheme members	LAC/Care leavers in borough	percentage uptake	Child members	adult members	family members	Active members (1+ visits)	Total visits	visits/member	visits/active member
Walton Xcel	Places Leisure	Elmbridge	31	80	38.8	17	23	6	10	31	1.0	3.1
Rainbow	GLL	Epsom + Ewell	23	46	50.0				9	20	0.9	2.2
Spectrum	Freedom	Guildford	85	101	84.2	15	53	27	26	99	1.2	3.8
Dorking	Places Leisure	Mole Valley	8	66	12.1	5	1	2			0.0	0.0
Leatherhead	Fusion	Mole Valley	10	66	15.2						0.0	0.0
Donyngs/Tadworth/H	GLL	Reigate & Banstead	63	168	37.5				10	15	0.2	1.5
Egham Orbit	Achieve Lifestyle	Runnymede	8	54	14.8				2	46	5.8	23.0
Spelthorne/Sunbury	Everyone Active	Spelthorne	32	71	45.1						0.0	0.0
Camberley	Places Leisure	Surrey Heath	15	63	23.8	8	4	5	5	57	3.8	11.4
de	Freedom	Tandridge	16	78	20.5				6	25	1.6	4.2
Haslemere/Farnham/ Cranleigh/Godalming	Places Leisure	Waverley	17	61	27.9	22	0	1	7	34	2.0	4.9
Woking/Sportsbox/E	Freedom	Woking	68	101	67.3						0.0	0.0