



**Being in care**

Being brought up as a child in care means that the experience of childhood differs from that of other children. Children in care have professionals in their life that other children do not and their local authorities' policies and statutory procedures influence how life is experienced. Good relationships with professionals are important for children's well-being and professionals are expected to ensure that children understand what is happening and to support their involvement in decision-making.



## Relationship with social workers

### Trust in social workers

I've met my new social worker once and I don't have her number so I will build up a relationship before I can trust.

11-18yrs

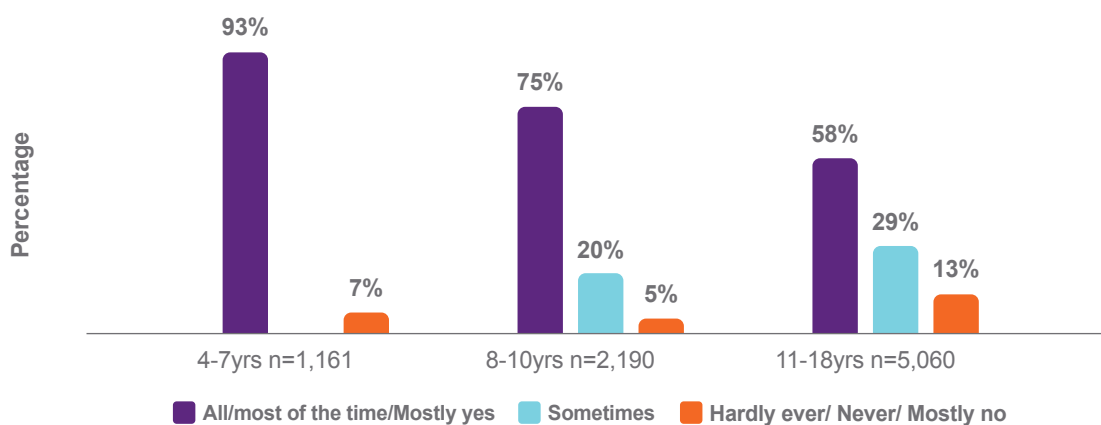
Being able to trust workers was one of the most important things identified by young people who helped develop the survey. Young people stressed the importance of social workers taking the time to get to know them, so that young people felt comfortable sharing their thoughts and feelings with their workers.<sup>40</sup>

**Q:** Children aged 4-7yrs are asked if they trusted their social worker and given two response options: 'mostly yes' or 'mostly no'. The older children (8-10yrs) and young people (11-18yrs) had the same question, but with four response options: 'all or most of the time', 'sometimes', 'hardly ever', 'never'.

**The majority of those who responded to the survey did trust their social worker. Trust in their worker decreased as children got older, with 1 in 8 of those aged 11-18 responding 'hardly ever' or 'never'.**

<sup>40</sup> Wood M. and Selwyn J. (2017) Looked after children and young people's views on what matters to their subjective well-being. *Adoption & Fostering* Vol. 41(1) 20-34 <https://ora.ox.ac.uk/objects/uuid:7d9d9db9-8eb5-4ca4-a3fc-698d30fb4db4>

Figure 18: Trust in social workers



There was little variation in the responses of children aged 4-7yrs or 8-10yrs by their type of placement, their sex, or ethnicity. There was much more variation in the older age group (11-18yrs) and the following factors were statistically associated with young people not having a trusting relationship with their social worker:

### Factors affecting young people's (11-18yrs) trust in social workers.

**Age:** Trust decreased as young people's age increased.

**Sex:** Girls more frequently reported 'hardly ever' or 'never' trusting their social worker: **16%** of girls compared with **10%** of boys.<sup>41</sup>

**Placement type:** **22%** of young people living in residential care, **21%** living somewhere else 'hardly ever or never' trusted their social worker in comparison with **14%** of those in kinship care and **10%** of those in foster care.<sup>42</sup>

**Local Authority:** 7%-31% of young people 'hardly ever' or 'never' trusted their social worker depending on the LA caring for them.<sup>43</sup>

**The number of placements:** Trust in their social worker diminished as the number of placements increased: **28%** of those who had had 8 or more placements 'hardly ever' or 'never' trusted their social worker.<sup>44</sup>

**The number of social workers:** The percentage who did not trust their workers increased for those with changes of worker in the previous year.<sup>45</sup>

**Length of time in care:** As the length of time in care increased so too did young people's trust in their social workers (Figure 19).<sup>46</sup>

<sup>41</sup>  $\chi^2=58.651$  [n=4,955] df3 p<.001

<sup>42</sup>  $\chi^2=117.155$  [n= 5,013], df9 p<.001

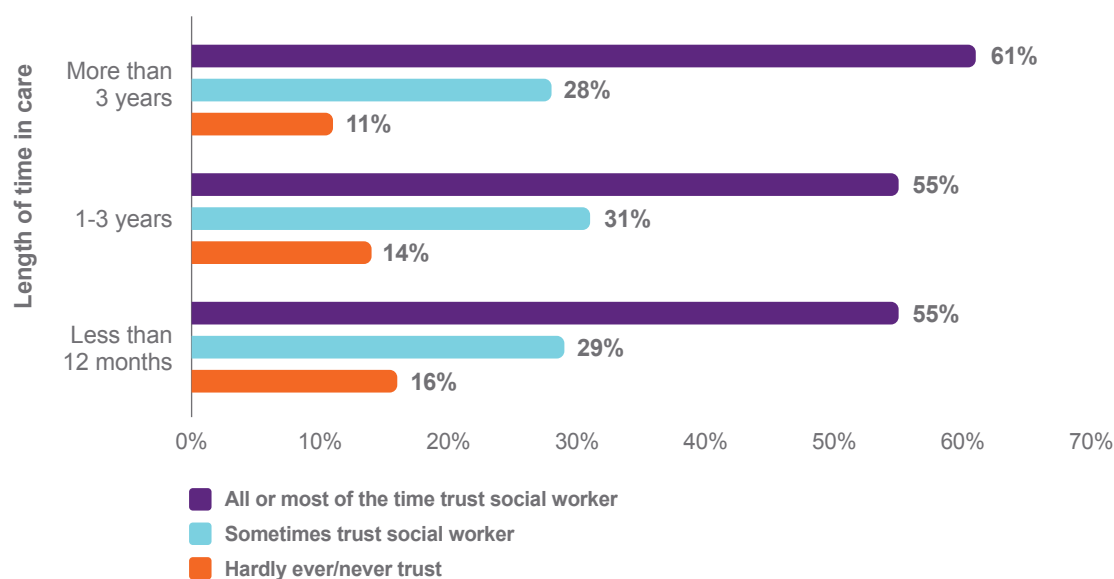
<sup>43</sup>  $\chi^2=125.127$  [n= 5,060] df 3 p<.001

<sup>44</sup>  $\chi^2= 87.056$  [n=4,801] df 3 p<.001

<sup>45</sup> Hardly ever/never trusting worker 3+ workers 19%, 2 changes 13%, one change 9%  $\chi^2=83.136$  [n= 5,009] df3, p<.001

<sup>46</sup> Somers' D correlation between trust in the social worker and length of time in care (d=.061 p<.001)

Figure 19: Length of time in care and young people's trust in their social worker



There were both positive and negative comments about relationships with social workers.

## Positive comments about young people's relationships with social workers

Some young people (11-18yrs) wrote positively about their relationship with their social worker.

*I have enjoyed working with my social workers and I am so grateful for all the support whilst I've been in care.* 11-18yrs

*My social worker [name] she's amazing. There should be more like her! She gets her job done! And you should just tell her that because she does a really good job. Me and my brothers love her lots. She's an amazing social worker and personally, she should have a raise for the fabulous job she does :).* 11-18yrs

*My social worker is also the sweetest person, she's absolutely amazing and always asks me how I am feeling about certain things and ensures everything is going smoothly.* 11-18yrs

*I love my social worker. She is special.* 11-18yrs

## Negative comments about relationships with social workers

There were also many negative comments about social workers. Children and young people wrote about social workers not listening, not visiting often enough, or having difficulty understanding their workers.

*I would like my social worker to visit more.* 4-7yrs

*I don't really trust my social worker. They don't listen to me or include me in my choices. I do not like talking to them.* 8-10yrs

*I can't speak to my social worker because he never answers the phone, and you can't understand what he says.* 11-18yrs

*Just had 1 social worker who listened to me and didn't just say 'mmm'. 11-18yrs*

## Comments on social worker's sensitivity

Talking with children and young people also needed to be done carefully and sensitively as children explained:

*If I don't talk that may mean I'm either shy or I do not want to talk to [social worker]. So, I would like her to lay off.* 8-10yrs

*I wish I could have the same social worker because I have had more than five and they keep asking me the same questions.* 8-10yrs

*[I want] to be listened to by my social worker and that she doesn't walk out on me when I am trying to tell her how I feel.* 8-10yrs

*Young people hate it when social workers say they understand where you are coming from, as young people do not believe them. It doesn't feel genuine.* 11-18yrs

Young people also wrote about wanting their social worker to be honest with them:

*I just want them to be honest and actually tell me what happened and not what I want to hear.* 11-18yrs

## Relationships with other professionals

A few young people felt that some teachers or IROs were more responsive and better communicators than their social workers:

*Good IROs are important - make sure it happens.* 11-18yrs

*I have a better relationship with my IRO as they are more reliable, and they do the best that they can.* 11-18yrs

*School talk to me about stuff more than my social worker.* 11-18yrs



## Change of social worker

**Social workers don't actually know me they read about me off a piece of paper. I've had so many I can't even count.**

11-18yrs

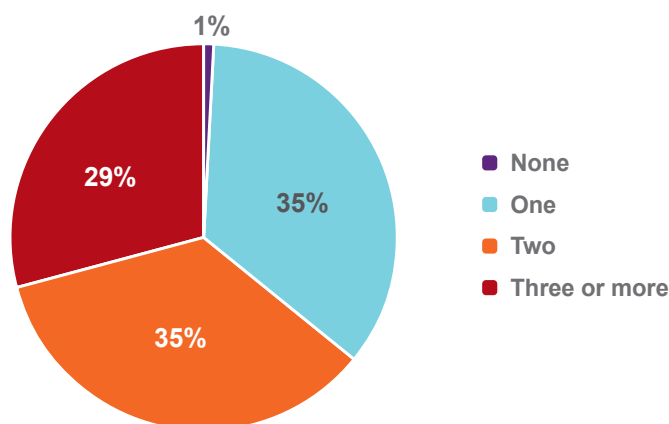
Relationships are hard to maintain and trust to develop if workers constantly change. The Children's Commissioner's Stability Index in 2019 reported that 27% of looked after children had experienced 2 or more changes of social worker in the previous 12 months. Just over half of social worker changes were bureaucratic and came about as children moved from one social work team to another and reflected how local authorities organised their services.<sup>47</sup>



Young people (11-18yrs) were asked how many social workers they had had in the previous 12 months

**3 out of every 10 young people who responded to the survey had 3 or more social workers in the previous year**

Figure 20: Number of social workers in the last 12 months



Base 5,400 Young people 11-18yrs

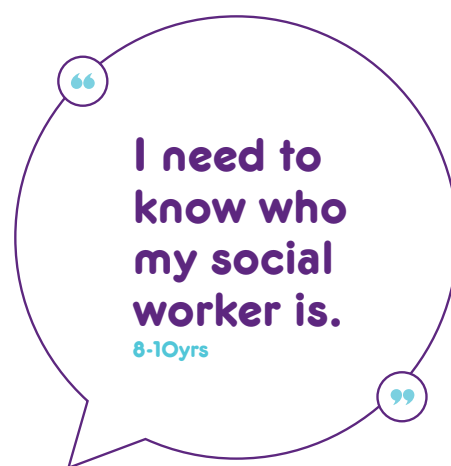
There were many comments about how difficult it was to trust social workers when there had been so many changes in workers. Young people wrote:

<sup>47</sup> Children's Commissioner (2019) *Stability Index for England 2019*  
<https://www.childrenscommissioner.gov.uk/wp-content/uploads/2019/07/cco-stability-index-2019-technical-report.pdf>

*I feel that my third social worker 'ditched me'. Three out of four social workers have gone ... I just don't like it! I don't like getting a different social worker.* 8-10yrs

*It is hard to trust [social workers], as there have been too many with frequent changes.* 11-18yrs

*I've had 4 social workers in 7 months.* 11-18yrs



## Knowing the identity of the social worker

Children and young people in care receive information from their social workers. It is usually through the relationship with their social workers that they express their views and opinions and are enabled to contribute to key decisions that are being made.



We asked all children and young people if they knew who their social worker was.

**Most children and young people did know who their social worker was but one in five of the youngest children did not.**



- ▶ Young children (4-7yrs) more frequently reported not knowing who their worker was compared with older children.
- ▶ Young people (11-18yrs) who recorded having multiple changes of worker more frequently reported not knowing who their present social worker was.

**Table 6: Knowing identity of their social worker**

Age	Yes, I know n %	I do not know n %	Total %
4-7yrs	1,128 (79%)	301 (21%)	1,429
8-10yrs	2,154 (90%)	232 (10%)	2,386
11-18yrs	5,002 (92%)	414 (8%)	5,416

For every age group, those in kinship care more frequently reported that they did not know who their social worker was.<sup>48</sup> Perhaps some children in kinship care did not realise they were looked after and/or they viewed the social worker as being for their carer rather than for themselves.

*I don't feel like she's my social worker, as my Nan is the one who contacts her.* 11-18yrs

Children wrote about the difficulties in knowing who their social worker was when there were so many changes in workers:

*I would like to know my social worker's name because there's lots of them and I can't remember all of them.* 4-7yrs



## Understanding the reasons for being in care

**I don't know why he [the social worker] sent us to live with Nanny.**

4-7yrs

Our previous analysis<sup>49</sup> has highlighted the importance of having a good understanding of the reasons for being in care for children's well-being, self-esteem, and identity.

<sup>48</sup> Kinship placements 11-18yrs: 23% in kinship placements did not know who their social worker was compared to 7% in foster care and 9% in residential care  $\chi^2=21.317$  [n=5,361] df4, p< .001

55% of 11-18yrs with 3+ social workers in the last 12 months didn't know who their social worker was  $\chi^2= 161.782$  [n=5,256] df3, p<.001

<sup>49</sup> Staines J., & Selwyn J. (2020) "I wish someone would explain why I am in care": The impact of children and young people's lack of understanding of why they are in out-of-home care on their well-being and felt security. *Child & Family Social Work*, 25, S1, 97-106 <https://ora.ox.ac.uk/objects/uuid:2ff8f705-093a-4f7b-a898-2c07e05e69b7>



**Q:** Children aged 4-7yrs, 8-10yrs and 11-18yrs were asked if an adult had explained to them why they were in care. Answer options were 'yes', 'yes, but I'd like to know more' and 'no'.

**Understanding the reasons for care increased with age, but even so, more than one in five young people (11-18yrs) felt that either no one had explained or that they wanted to know more. Just under half of the youngest children (4-7yrs) did not fully understand.**

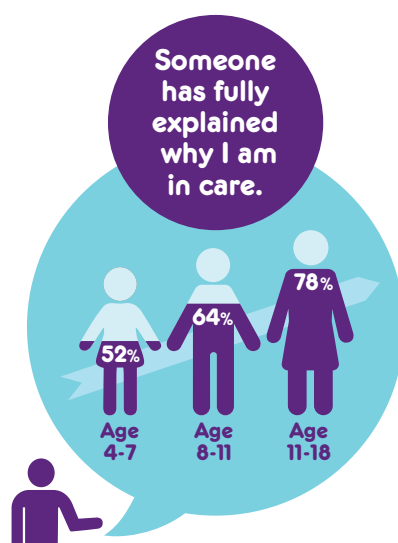
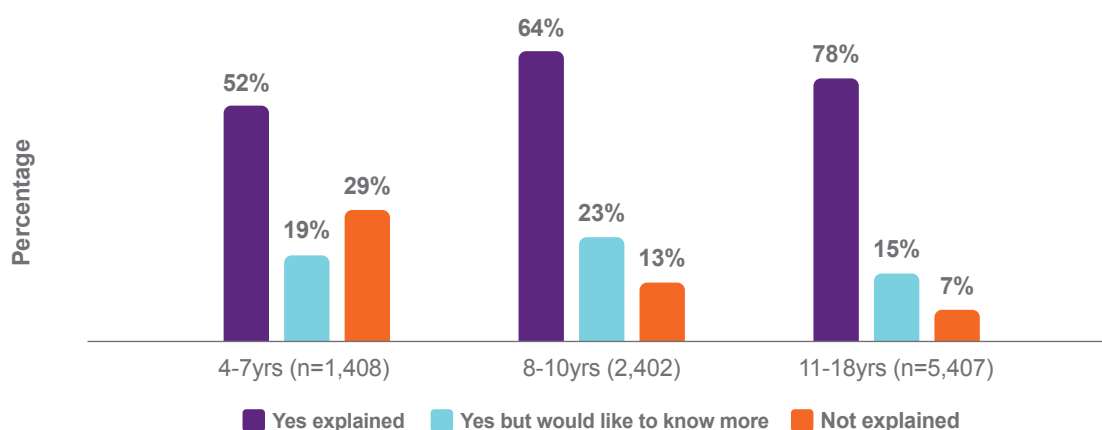


Figure 21: Children and young people's understanding of why they were in care



- ▶ The young person's ethnicity, placement type, or length of time in care were not associated with having a good understanding of the reasons for being in care.
- ▶ We did expect more of those in kinship care to have a good understanding but 18% of those in kinship, 21% in foster care, 24% in residential and 25% of those living somewhere else lacked as full an explanation as they would like.
- ▶ Girls (11-18yrs) more frequently felt they did not have a full explanation: 24% of girls in comparison with 19% of boys.<sup>50</sup>
- ▶ Multiple placements were associated with a lack of understanding: 31% of young people (11-18yrs) with five or more placements compared with 19% of those with four or fewer placements felt they did not fully understand.<sup>51</sup>

## Understanding why you are in care associated with

- **Age**
  - ▶ The proportion who felt they understood why they were in care increased with age
- **Gender**
  - ▶ Girls (11-18yrs) more frequently than boys felt they did not have as full an explanation as they would like.
- **Placement moves**
  - ▶ Having had multiple placements was associated with lacking understanding

Children and young people wrote about wanting to understand why they were in care and to know what the plans were for their future:

*I've got a question; Why exactly am I in foster care because I think my mum treated me well - she did most of the time but sometimes didn't. Why did I move to a different foster carer? I haven't a clue why I had to move.* 4-7yrs

*Can I know why I am in care? Why were my mum and dad in care?* 8-10yrs

*I would like to know how long I will be in care.* 8-10yrs

*I want to know more about my care status, as I don't know what is going on. I want to live like a normal child without all these rules that I don't understand.* 11-18yrs

<sup>50</sup>  $\chi^2 = 14.545$  [n=5,349] df1, p<.001

<sup>51</sup>  $\chi^2 = 52.936$  [n=5,187] df1, p<01



## Voice and involvement in decision-making

I would like to be included more. SW [social worker] to explain situation more. Give more notice for something. SW to think what and how they say things.

11-18yrs

Article 12 of the UN Convention of the Rights of the Child (UNCRC)<sup>52</sup> states that every child has the right to express their views, feelings and wishes in all matters affecting them, and to have their views considered and taken seriously. Furthermore, Article 13 states children have a right to be given information, so that their views can be informed.<sup>53</sup>

Feeling that you have a say in what happens promotes good mental health. Adolescents who see events as being largely outside their control have more emotional problems, especially when trying to cope with high levels of stress.<sup>54</sup> Conversely, higher self-esteem and fewer psychological and emotional problems have been found in adolescents who feel that they can exert some control and having some control also supports the further development of skills in self-control (Tangney et al., 2004; Nigg 2017). Self-control is acquired from early childhood, is adaptive, and considered a protective factor against the onset of different mental health problems and it is argued should be taken into consideration when developing interventions (Moffitt et al., 2011).

Therefore, not only is being involved in decision-making a right as set out in Articles 12 and 13 of the UNCRC, but it also supports the development of an internal locus of control and self-control, which are protective against the development of mental health problems.

Developing children and young people's confidence in their ability to make good decisions and enabling them to feel that it is possible to exert some control over events are essential in building the necessary skills for young people who are expected to be independent as care leavers at such a young age. Indeed, care leavers, who were surveyed separately, often reported challenges related to experiencing a sudden drop in support whilst feeling unprepared to manage independently.<sup>55</sup>

<sup>52</sup> UN Convention on the Rights of the Child (1989) Adopted by General Assembly Resolution 44/25 of 20 November 1989 and signed by the UK government in 1991. Accessed at <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

<sup>53</sup> Ibid

<sup>54</sup> Huebner, E. S., Ash, C., & Laughlin, J. E. (2001). Life experiences, locus of control, and school satisfaction in adolescence. *Soc. Indic. Res.* 55, 167–183. Tangney, J. P., Baumeister, R. F., and Boone, A. L. (2004). *High self-control predicts good adjustment, less pathology, better grades, and interpersonal success.* *J. Pers* 72, 271–322. Nigg, J. T. (2017). *Annual research review: on the relations among self-regulation, self-control, executive functioning, effortful control, cognitive control, impulsivity, risk-taking, and inhibition for developmental psychopathology.* *JCCP* 58, 361–383.

<sup>55</sup> Briheim-Crookall, L., Michelmores, O Baker, C., Oluwanifemi O., Taylor S., & Selwyn J. (2020) *What Makes Life Good, Care leavers' Views on their Well-being*, Coram Voice & The Rees Centre. Accessed at: <https://coramvoice.org.uk/wp-content/uploads/2020/11/1883-CV-What-Makes-Life-Good-Report-final.pdf>

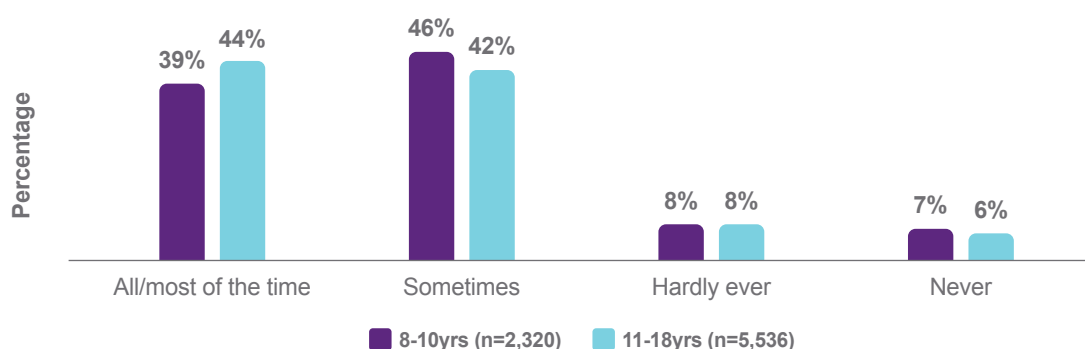


Children (8-10yrs) and young people (11-18yrs) were asked if they felt included in the decisions that social workers made about their life.

**Most children in care felt included in the decisions that social workers made about their lives at least 'sometimes'. However, around 1 in 7 'hardly ever' or 'never' felt included.**



Figure 22: Feeling included in decision-making



Children and young people wrote:

*My foster carer listens to me and speaks up for me when I can't say things to other people.* 8-10yrs

*My social worker always includes me in decisions. Out of all the social workers I've had [name] is the one I've connected to the most.* 11-18yrs

Although the majority (86%) of children and young people felt included in decisions at least 'sometimes', most of the comments focused on wanting more involvement and the importance of feeling that their views were taken seriously and listened to.

Analysing the 3,545 comments from young people (11-18yrs) on inclusion in decision-making four key themes were identified: a) included/excluded in meetings b) lack of control c) lack of information d) views not being taken seriously.

## Inclusion in decision making

### Key themes included feeling:

#### ▶ Included/excluded in meetings

*I would like to go to meetings and see my social worker more.*

11-18yrs

#### ▶ Lack of control

*I do not know what my social worker is doing for me. I am so tired of being moved from one house to another and these things make me upset. I do not know what is going on.*

11-18yrs

#### ▶ Lack of information

*What happens in my life is important. I don't want workers to pick and choose what they share with me. Let me know everything that is being planned for my life.*

11-18yrs

#### ▶ Views not being taken seriously

*Even when I say my opinion it doesn't get listened to, and my social worker will always go against what I have said. So, I might as well say nothing at all.*

11-18yrs

## Feeling included/excluded in meetings

Feelings about involvement in meetings provoked the most comments. Many young people did not want meetings to be held at school drawing attention to their care status, while others wrote about feeling excluded and uninvolved. Young people wrote:

*I don't want to have meetings. This makes me feel different. I will tell people how I feel without meetings. I know I can't go home until my mum sorts things out.* 11-18yrs

*I feel like when my social worker and other professionals have a meeting and it concerns me when neither me or my mom are involved, it makes me feel anxious of what has got said .... and what I get told second-hand may not be true.* 11-18yrs

*I feel that not even my grandmother is included in the decisions that are made by my social worker.* 11-18yrs

<sup>56</sup> Selwyn, J et al (2015) *Children's Views on Being in Care: A literature review* Hadley Centre for Adoption and Foster Care Studies/Coram Voice. Baker, C. (2017) *Care leavers views on their transition to adulthood: A rapid review of the evidence*. Coram Voice

<sup>57</sup> *UN Convention on the Rights of the Child* (1989) Adopted by General Assembly Resolution 44/25 of 20 November 1989. Accessed at <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

The survey does not provide enough detail to understand how practice differed in the LAs where children expressed their pleasure at being able to attend meetings or where, even if they did not attend, they still felt involved. Clearly, there were practice differences.

***I come to all my meetings. I see my social workers and can talk to my IRO.*** 11-18yrs

***I don't like going to meetings, so the social worker sees me before meetings to get my views.*** 11-18yrs

## Lack of control

Young people wrote about feeling that they had no control over their lives with placements changing with no warning and decisions made on their behalf without consultation. Young people wrote:

***My placement ended suddenly, and I had no say on where I would be living next.*** 11-18yrs

***I have no control over my life. Social workers determine what's going to happen in my life and when. Since I came into care, I have had no control over any aspects of my life. Social services control where I live, what I do and how I do it. I hate living in care.*** 11-18yrs

***I would like to know about appointments that are being made for me, and whatever has been discussed because sometimes I don't even know about appointments.*** 11-18yrs

## Lack of information

Many young people felt they were not kept informed. Some young people wanted to have more input on decisions, especially court decisions.

***I didn't get to go to court with mummy and say anything to help the decisions.*** 11-18yrs

***I would like to go on holiday with my foster carers and family, which would make me feel more included. They will let me go but the social worker has said, 'No'.*** 11-18yrs

***They say I cannot go back to where I used to live because of my friends. This means I cannot stay at home with my mum and sisters. No discussion. Just "No".*** 11-18yrs

A few young people complained that they did not understand why certain decisions had been made. They wrote:

***I'm never told anything directly.*** 11-18yrs

***[I want] more information about my family if anything changes as soon as they know.*** 11-18yrs

***I have asked to see my parents more and my social worker never says whether I can or not.*** 11-18yrs

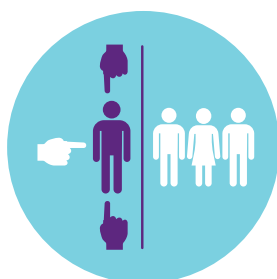
## Views not being taken seriously

Even when young people were asked for their views, many complained it was tokenistic as they felt they were not really listened to or taken seriously. Young people wrote:

*My opinion never seems to be valued.* 11-18yrs

*Why ask for my opinion when it is never taken into account!* 11-18yrs

*I feel like my opinions are often overruled by those of other people, such as my foster parents and social worker.* 11-18yrs



**Carer tells everybody that I am in care.**

11-18yrs

## Stigma, privacy, and discrimination

Children in care experience stigma and they worry about being labelled or judged if their care background is known.<sup>56</sup> Article 16 of the UNCRC<sup>57</sup> states that every child has the right to privacy. The convention states that the law in each country should protect the child's private, family, and home life, including protecting children from unlawful attacks that harm their reputation.



Young people (11-18yrs) were asked if adults did things that made them feel embarrassed about being in care.

**1 in 8 young people (11-18yrs) felt that adults had done things to make them feel embarrassed about being in care. Young people in residential care and girls more frequently reported being embarrassed by adults.**



- ▶ Girls more frequently felt adults had done things to make them feel embarrassed about being in care: 15% of girls v 10% of boys.<sup>58</sup>
- ▶ Those in kinship care less frequently reported feeling embarrassed by adults and those in residential care more frequently.<sup>59</sup>
- ▶ There was also a statistical association between feeling embarrassed and being afraid of going to school because of bullying. More than one in five (21%) of those who reported being fearful of bullying also reported feeling adults embarrassed them.<sup>60</sup>

**Table 7: Feeling embarrassed by actions of adults by placement type**

Placement type	Feel embarrassed by adult actions
Foster care	12%
Kinship care	9%
Residential care	18%
Somewhere else	14%

Base 5,402 11-18yrs

A follow-up question asked young people to provide an example. A few young people wrote about behaviours that many young people would recognise as embarrassing parental behaviours: *“Disco-dancing” ... “Silly jokes” ... “Sometimes they hold my hand” ... “They talk to my friends” ... “My foster carers always sing in public and sometimes at home”*. However, the majority wrote about their privacy not being respected, stigmatising processes and a few felt discriminated against.

The Guidance on implementing the UNCRC for children in state care emphasises that all agencies should take, “appropriate measures to ensure that children in alternative care are not stigmatized during or after their placement. This should include efforts to minimize the identification of children as being looked after in an alternative care setting.”<sup>61</sup>

## Right to privacy

Many young people felt discomfort because their privacy was not respected. Young people wrote about feeling that they could not control who knew about their circumstances and having to answer questions from professionals, peers, and strangers about their circumstances and with little or no choice about when to share that personal information. Young people wrote about feeling shame and feeling humiliated:

*Everyone talks about me - strangers are invited to my meetings, school know EVERYTHING - why should they? Don't invite them. I don't want them talking about me or hearing about me.* 11-18yrs

<sup>58</sup>  $\chi^2=34.153$  [n=5334] df1, p<.001

<sup>59</sup>  $\chi^2= 23.182$  [n=5402] df3, p<.001

<sup>60</sup>  $\chi^2= 89.013$  [n=5,285] df1, p<.001

<sup>61</sup> United Nations Guidelines for the Alternative Care of Children adopted 2010 <https://digitallibrary.un.org/record/673583?ln=en>



Some young people, especially when they looked different from their carers, wrote that they became the focus of awkward questions from their peers. Young people felt they could not control when questions were asked and wrote:

*When I go to school with my carers people always ask who they are, because they are both 60+ so it is very embarrassing for me.* 11-18yrs

*If it is parents' evening, people question me if that is my mum and they say she looks nothing like me.* 11-18yrs

*'I thought your mum was black' - friends at school said this about my foster carer [carer white and young person Black].* 11-18yrs

## Stigmatising processes

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*If go to doctors, dentist etc. I have to explain I am a child in care.* 11-18yrs

Young people also wrote about procedures and rules that marked them out as different from their friends when they wanted to be "normal". Being taken out of class and having meetings at school were given by many young people as examples of adult behaviour that caused them embarrassment, did not respect boundaries, and made them 'different' to peers. Young people wrote:

*Everyone knows I am in care. Why hold meetings where everyone can see?.* 11-18yrs

*Supervised spending.* 11-18yrs

*It can be annoying the amount of visits from social workers and the amount of reviews I have to have when I am settled in my placement. It can also be embarrassing when I have meetings at school.* 11-18yrs

## Discrimination

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There were comments from a few young people who felt they were discriminated against because of their care status. For example, they wrote:

*Patronise me. Tell me I can't do certain things because I'm in care. Tell my school to segregate me and my other peers who are in care because we are apparently less academic.* 11-18yrs

*When I was in primary school, they used to put a little colour next to my name to show I am in care.* 11-18yrs

## Summary - Being in care



### Relationship with social workers

- ▶ Just as with trust in carers, the majority (>87%) of those who responded to the survey did trust their social workers. Trust in their worker decreased during the teenage years with 1 in 8 (13%) of those aged 11-18yrs responding 'hardly ever' or 'never'. Girls more frequently than boys lacked trust in their workers as did those in residential care compared to those in foster or kinship care. Young people who had experienced many changes in workers more frequently lacked trust in their current workers. 29% of young people (11-18yrs) had had three or more social workers in the previous year.



### Understanding the reasons for being in care

- ▶ Children and young people were asked if an adult had explained to them why they were in care. Feeling that enough was known increased with age but even so, more than one in five of those aged 11-18yrs lacked sufficient understanding. Just under half (48%) of the youngest children (4-7yrs) did not fully understand. Girls (11-18yrs) and those who had multiple placements more frequently lacked understanding. Children and young people wrote about needing to know and also wanted to know what their plans were for their future.



### Voice and involvement in decision making

- ▶ Most children (8-10yrs) and young people (11-18yrs) felt included by their social worker in decision-making but one in seven 'hardly ever/never' felt included. There were many comments about wanting to be kept informed, to be more involved and included in meetings and decisions and for their views to be really listened to and respected.



### Stigma, privacy and discrimination

- ▶ Young people 11-18yrs were asked if adults did things that made them feel embarrassed about being in care: 13% responded that was the case. Young people wrote that they could not control their boundaries or who asked questions and when. Young people felt their privacy was not respected, confidentiality was breached, and a few felt that they were discriminated against because of their care status.