

## Views of children and young people who have been involved in the safeguarding system

The Centre for Outcomes and Excellence asked Action for Children to find out the views of children and young people who have been involved in the safeguarding system, about social work and social workers.

Nine young people took part in interviews. Their ages were between 6 and 16, and the average age was 11 ½.

Everyone had had good experiences of social workers, and a few young people also had experiences that were not so good.

Children and young people told us the ways in which social workers had helped, and things that they would want social workers to change if they could. The main messages for social work were:

- listen to us, talk to us calmly/nicely, don't talk down to us
- help us and our families to sort out practical problems
- get us involved in activities, this helps us a lot
- have a positive attitude, be happy and fun
- get on with the important things as well, you can do both
- show us where our behaviour needs to change
- keep us involved and informed. Take time to explain things to us
- work with the whole family. Think about how your work affects everyone, and build on the ways we support each other
- build our trust. Be sensitive and open, and don't go behind our backs
- put yourself in our shoes – treat us the way you would want to be treated
- don't tell us what to do. Offer us choices and let us take responsibility.

Young people's own words were used wherever possible. C4EO will include these views in a published report that will aim to improve social work for children and young people.

**Note:** this is an easy read summary for young people who took part in the consultations. The full report with findings from the literature review and with detailed views of young people that were consulted is available to download from the C4EO website, under the safeguarding theme. [www.c4eo.org.uk](http://www.c4eo.org.uk)

July 2010

