

Young Inspectors REPORT 2012

Inspection of the Children in Need and Child Protection service in Camden

Who are the Young Inspectors?

Young Inspectors are young people aged 16-19 who inspect and report on the quality of Family Services and Social Work (FSSW) in Camden.

This is a unique way of inspecting the service because the inspectors are young people who have experience of having a social worker and of getting support from FSSW.

Young Inspectors' recommendations and messages are used to make changes and improvements to the service.

Why are Young Inspectors doing this inspection?

Young Inspectors are going to find out:

- What is working well in Children in Need services.
- Whether the views of children and parents are being considered when FSSW make decisions and plans.
- What needs to be changed to make the support better.

What did the inspection involve?

Young Inspectors were involved in:

- Finding out what professor E. Munro recommended in her report "Young Persons' Guide to the Munro Review of Child Protection."
- Writing questions to ask children, foster carers and social workers to find out what is good about the support offered at present and what should be changed.
- Interviewing key people who make decisions about the service.
- Consulting with children, parents and social workers.
- Making recommendations for change based on the feedback received in the interviews and consultations.
- Helping to write a report about the inspection findings.



Young People's Views

1.

Do you feel you can talk to your social worker about concerns you have?

■ YES
■ NO
■ SOMETIMES
■ NO RESPONSE



2.

How good is your relationship with your social worker?

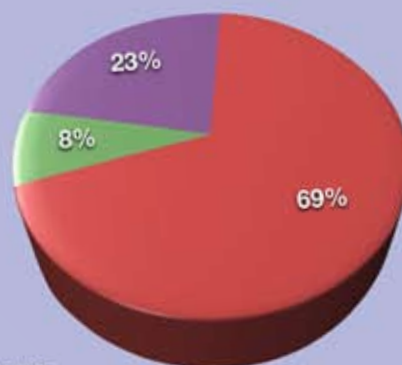
■ I DON'T KNOW MY SOCIAL WORKER WELL
■ NOT VERY GOOD
■ OK
■ GOOD
■ VERY GOOD
■ NO RESPONSE



3.

Do you see your social worker often enough?

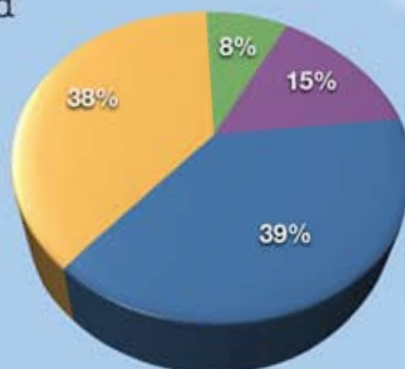
■ YES
■ NO
■ NO RESPONSE

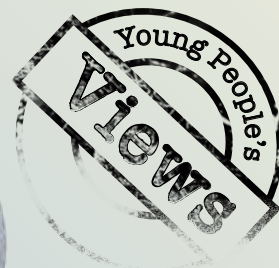


4.

How good is your social worker at keeping you informed and giving you the information you need from them?

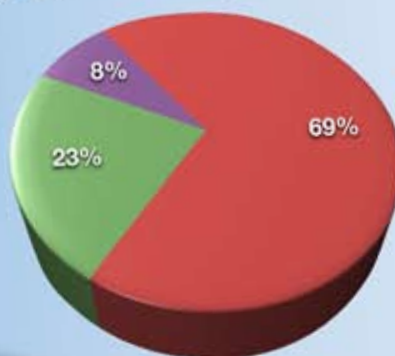
■ VERY GOOD
■ BAD
■ IF I REMIND THEM
■ GOOD





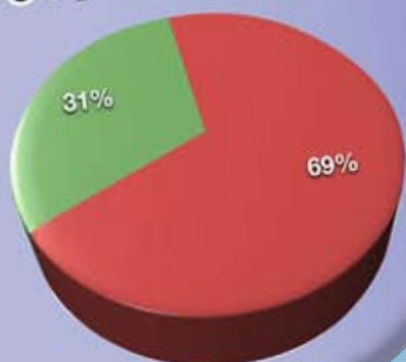
5. Does your social worker involve you in the decisions and plans they make about you?

■ YES
■ NO
■ SOMETIMES



6. Do you feel that having a social worker has made a positive change?

■ YES
■ NO



7. What is GOOD about having a social worker?

I can get my feelings across and she makes sure things get done

Helps my problems go away

They get me into clubs to keep me busy and happy

Helps make my family be happy again

They tell you what is going on

8. What is NOT so good about having a social worker?

If I have something on the day of my visit, I miss out on my plans

Even when I don't think I need a social worker, they are still there

Having a social worker brings more family problems

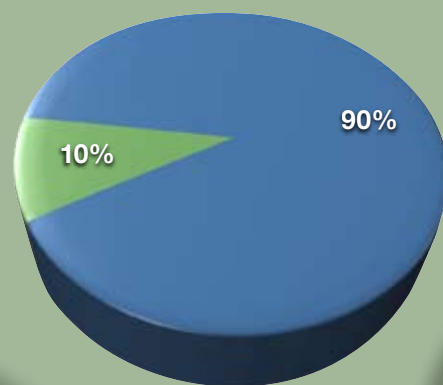
I get asked too many questions



Parents' Views

1.

Do you know why a social worker visited you for the first time?



■ YES
■ NO
■ NO RESPONSE

2.

What is NOT so good about having a social worker?

I feel under pressure with visit arrangements

My private information is shared with other people

They make judgments that aren't always right

They do not always understand the family's cultural belief, i.e Islamic way

Change of a social worker

3.

What is GOOD about having a social worker?

They explain what needs to be done, reminding me what to do, where to get help from

There is a line of support to help get the family back on track

Help the children to be safe

For my safety

They make you aware of other helpful services and someone outside the family to talk to



4.

In your view, what makes a good social worker for your child?

Someone who can help the family to feel happy and safe and not scared of their environment

Someone children can trust, who is supportive, and who doesn't make the family feel bad

Someone who speaks to them at their level and treats them like an individual

A social worker that can understand what having kids is like

Listening and supporting

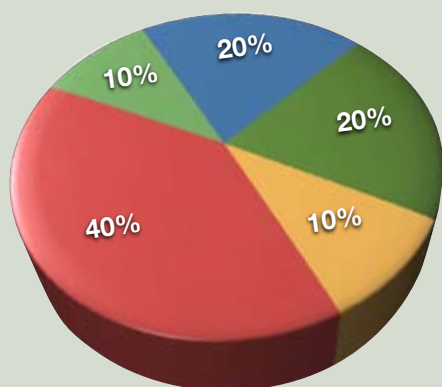
Reliable and punctual

Helping the child to feel comfortable and safe

5.

Which professional did you find most important in making a positive difference?

- TEACHERS
- DOCTOR
- SCHOOL NURSE
- SCHOOL MENTOR
- SCHOOL COUNSELLOR
- SOCIAL WORKER
- FAMILY SUPPORT WORKERS
- CHILDREN'S RIGHTS OFFICERS
- RESPITE CARER



Social Workers' Views

1.

The rights, wishes, feelings and experience of children should inform the provision of services and the child's plan. What helps most to achieve this?

Clear explanation and use of child friendly language

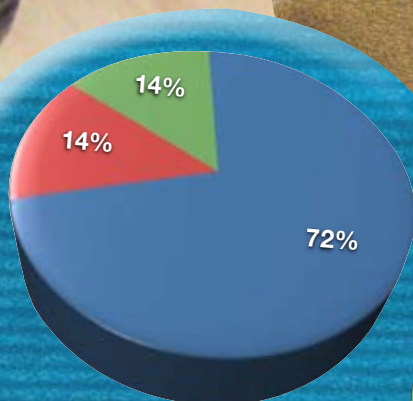
Writing or drawing the children's wishes with the child

Discussing plans with children

Having a good relationship with a child and their parents so you can speak alone with the children

Using a variety of ways to help children to express themselves

Allowing the child to understand that their views and feelings have been considered



■ YES ■ NO
■ NO RESPONSE

2.

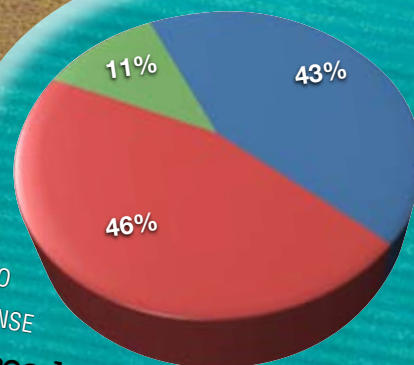
Do you involve children in discussion about their involvement in the child protection process?

Not always, because it depends on the age of the child

3.

Do you read out the notes you have made at a visit to the child to make sure you have accurate information?

I write notes and show them after the visit; I take only brief notes; it's hard to have a conversation if I am making notes



■ YES ■ NO
■ NO RESPONSE

An advocacy service for children

Child friendly and age appropriate consultation resources

Schools to encourage children's attendance where allowed

Child Protection chair to meet with the child before the conference and write down their wishes and feelings

Where the child is looked after, having child's carer or guardian present

4.

What help would you find useful for involving children in the Child Protection process?

Creative arts to involve children in Child Protection process (drama, art, video)

More training around talking to children and young people about the Child Protection process

Young Inspectors' Views About The Inspection

I have learnt a lot about child protection and child in need services. I have gained skills in team work, listening to people's views and how to approach things positively. The training was one of my favourite parts; I learnt about how people think and what can have an influence on how we are as adults.

JACK

I learnt how to adjust to new surroundings and socialising with people I have not met before. I've learnt how to manage working under pressure. I have enjoyed working with a wide age group, challenges and preparing for an adult life.

shaquel

I relished working on Young Inspectors Project. This opportunity has given me so many things to learn such as: time management, taking responsibilities, communication with different people and interviewing professionals. It improved my confidence on talking in front of people. These skills will be able to help me with my future career.

Meron

This experience gave my leadership skills true meaning! Having the responsibility for my team has given me a lot of personal growth.

Liya

This project has given me the necessary skills to work in the workplace; it has also given me new insight into how social services operate. It gave me confidence with talking to people. I will use these skills in the future.

Liao

Young Inspectors' Key Messages

Key messages for change around child protection

1. **Don't forget the positives.** Focus on good things as well as on problems.
2. **Discuss with children the best way to share their worries.** Consider a "worries diary" or make sure they have a person to share their worries with.
3. **Use a variety of age appropriate ways** to help children express their wishes, feelings and choices.
4. **The child protection forms need to be inviting** for children to want to write their wishes.
5. **'Don't give up on children'** - help children trying to express themselves, give them time. This sometimes can take more than one meeting.
6. **Don't keep bringing back things that were a problem at one time.** Children move on and want to forget about some of the things from the past.
7. **When using interpreters, it is important they are of a high standard.**
8. **When completing the FGC plan, workers need to check if parents feel comfortable talking to other professionals such as doctors and counsellors.**
9. **Support children to attend their meetings, where they are allowed,** by preparing the child before the meeting and supporting them during the meeting.
10. **Read back your notes to the children and parents.** This will help you to keep accurate information about families.
11. **Make sure children are aware about advocates and support from independent advisors.**

If you would like to be a Young Inspector or would like to know more about the project, please contact us via www.backchatonline.org.uk