



**Hillingdon Safeguarding
Partnership**



The Voice of the Person in Safeguarding Practice

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Hillingdon Safeguarding Partnership sought to understand how well children and adults are listened to when they are receiving safeguarding support.

Adults and children with lived experience of safeguarding support co-produced a survey tool

Adults and children were interviewed one to one using the survey tool

Round table discussions were held with children and young people who have received safeguarding support

Positive Experiences

There was a physiotherapist who was very caring and sat down with me and [the adult] and asked a lot of questions, proactively seeking information about how comfortable he is, really going into details, asking follow up questions to clarify. This really felt like she was listening.

They sat down and played a game with me. They asked me questions that helped me to speak about my family and home.

Community nurse from GP came over and really listened and then called back to check in - a real sense of care and concern, that she had heard.

They gave me time to properly express what I was thinking.

My SW is great! She fights for me, she listens to me.... quite refreshing really. She's a really great SW.

23 adults were interviewed one to one

14 children, or their parents, were interviewed one to one

19 children and young people were consulted in round table discussions

What Helps People Feel Listened To

A structured conversation rather than just ad hoc chat. A dedicated place and time to do it... having key players in the room... at the same time in order to be able to make decisions together and build trust.

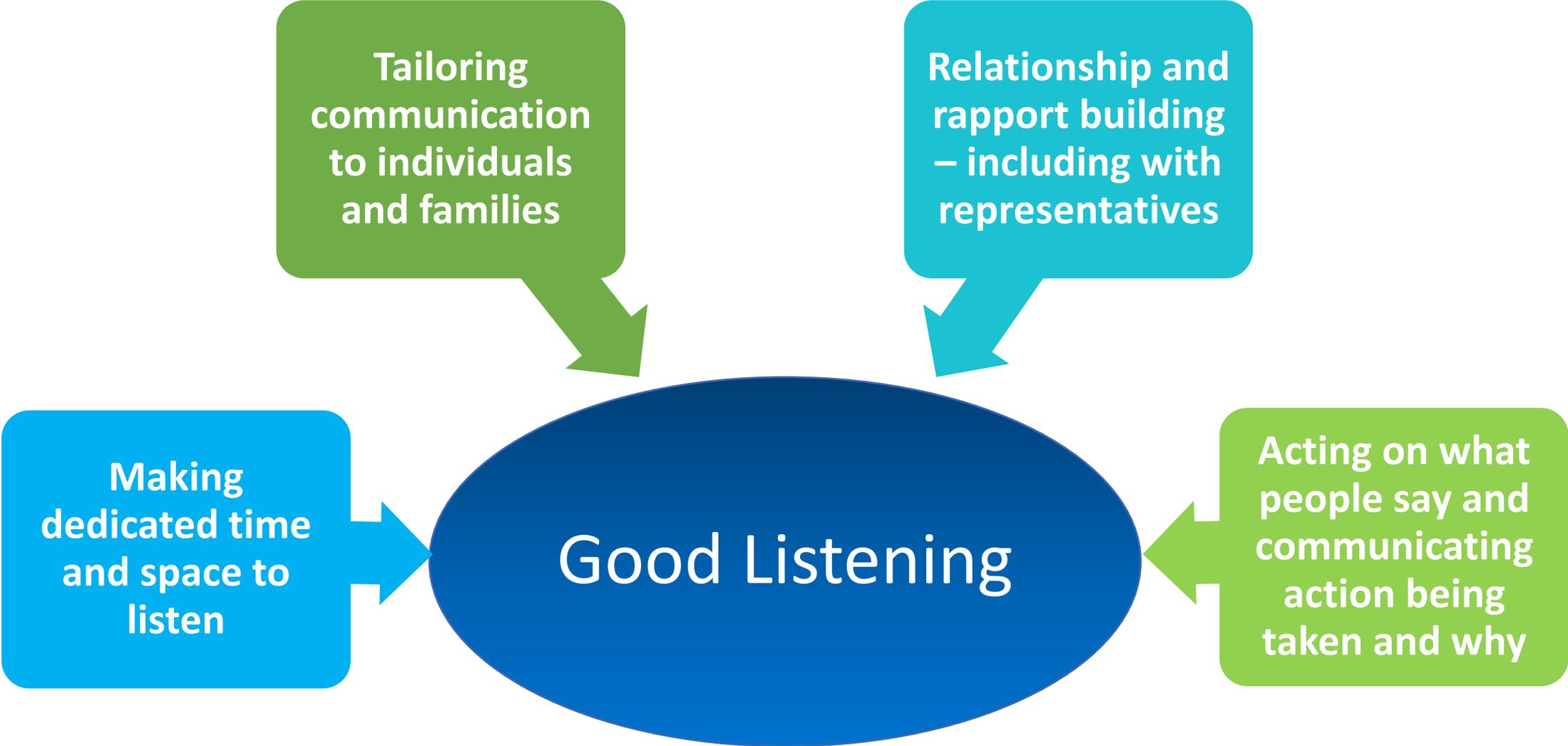
When people are really emotional it is even harder to process information and I have needed things to be really clearly explained to me.

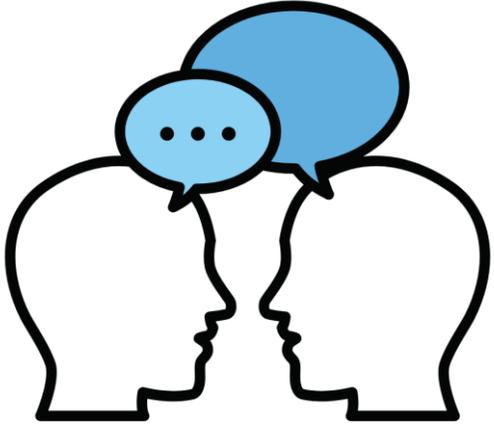
Think about providing privacy and a dedicated time for a conversation, rather than a rushed conversation on the street after seeing my mum.

More joined up discussions between professionals rather than sending me from pillar to post. I was constantly being told I was calling the wrong person, the wrong service, and directed elsewhere...

Speak slowly, don't hurry. Make sure that there is a shared understanding before moving on in the conversation. Really delve into the discussion to make sure that the service user has understood your questions and the information you have given, rather than just assuming they understand the question.

Social Workers told me they would 'look into it' but didn't actually explain what they were doing about the concerns. Feedback about was being done... would have been helpful.





“Making Safeguarding Personal is about having conversations with people... in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them.”

Making Safeguarding Personal: Guide 2014 (LGA and ADASS)

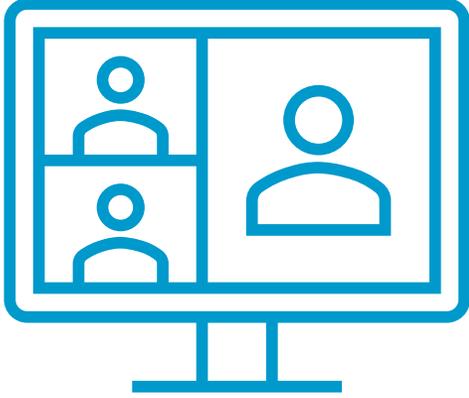
Consult the adult or their representative about their concerns and wishes

Professionals need to communicate information to adults and representatives:

- Clear information about realistic options and processes
- Provide information about the lead person and contact details
- Treat adults at risk and representatives as partners in the safeguarding process, not outsiders
- The actions professionals will be taking and why
- Limitations on what can be done

Information enables adults at risk, and their representatives, to form views and wishes to feed back into the process.

GROUP CHAT



What are some barriers to good communication?

How confident do you feel having honest conversations about safety and risk?

Share your top tips for improving communication.

Sharing and Implementing What We Learnt from our Voice of the Person Work

Circulated a briefing about working with interpreters

Co-production: a training video about the key learning points and a briefing containing personal stories

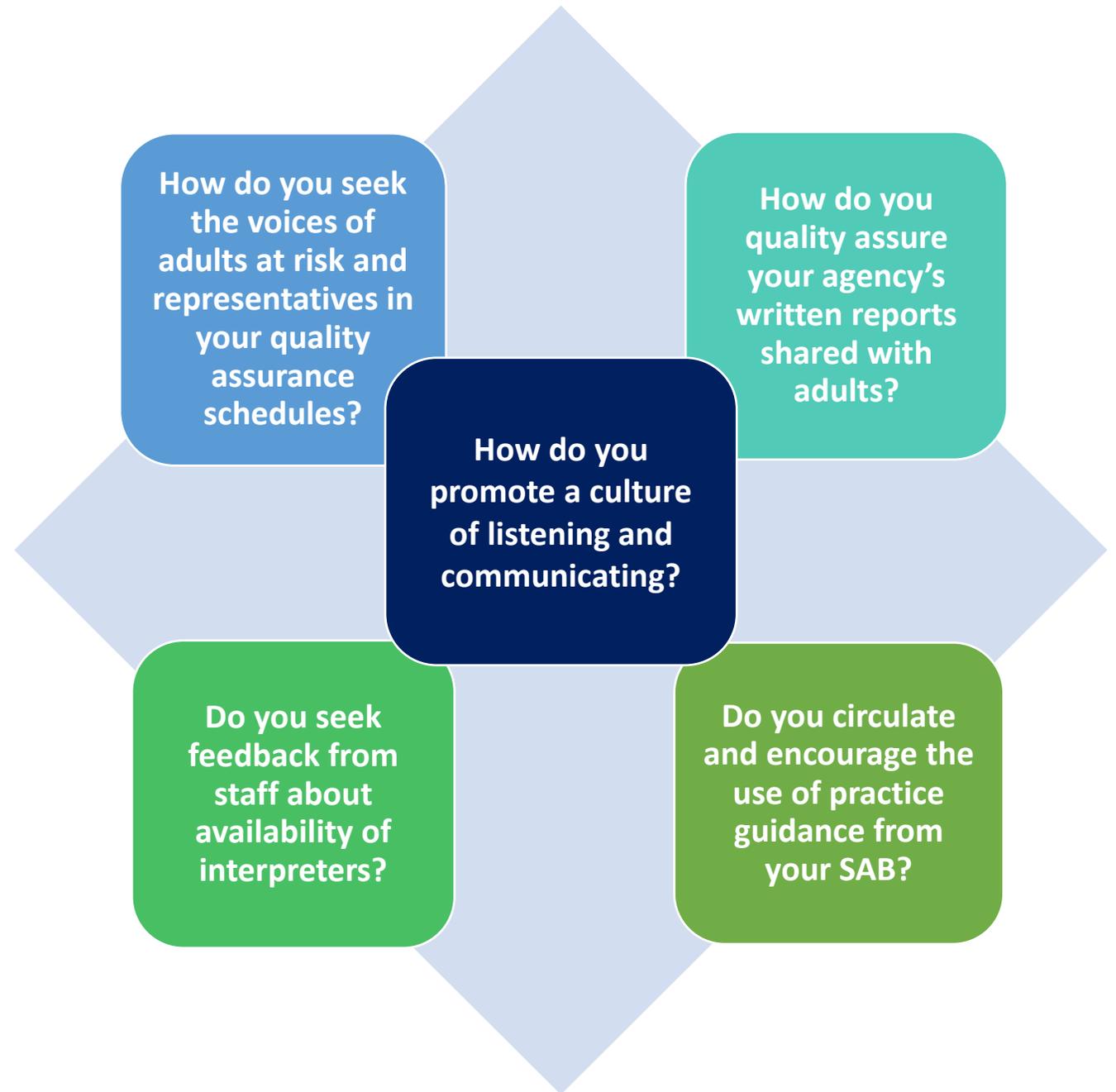
Best Practice in Safeguarding Enquiries promotes engagement with adults & representatives...

Two adults presented their experiences and recommendations directly to the SAB

...and identifying the most appropriate person to have difficult conversations with the adult at risk

Published guidance on core components of good listening, using the words and views of the adults and children

Questions for Managers and Strategic Leads



Any ideas or
questions for
Hillingdon or
Kingston?

