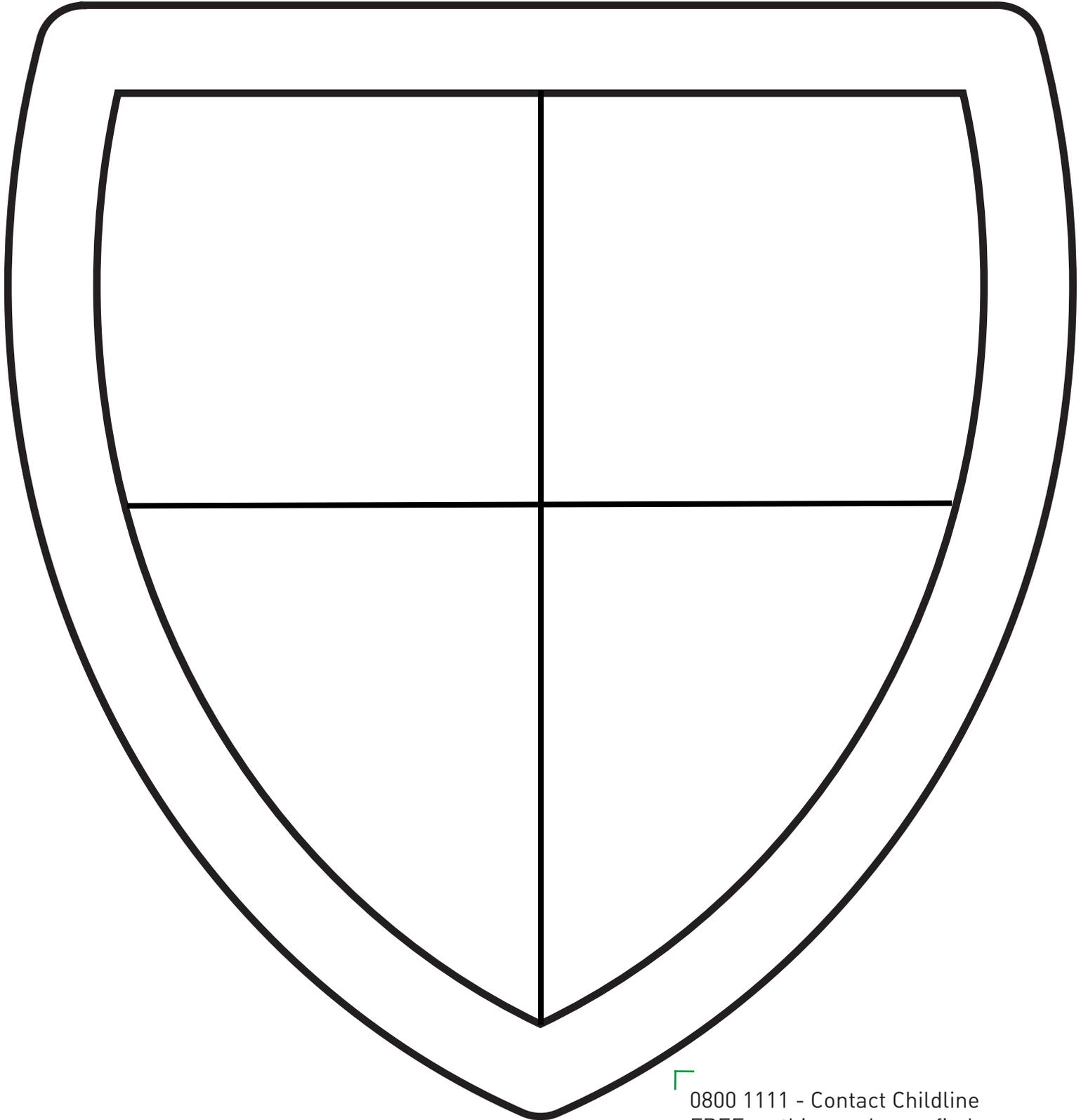


My shield

A shield is designed to protect you, to be strong and keep you safe, what keeps you safe and happy?



0800 1111 - Contact Childline
FREE on this number or find us
online www.childline.org.uk.

“ Whatever your worried
about, we’re here for you. ”

The Salford Standards for Listening to Children, Young People and Families.

We asked you what was important when working with services and we have created 'Salford Standards' based on what you said.

We are asking all workers to adopt these standards when working with families.

I will be respectful, honest and reliable with the children, young people, parents and carers I work with.

“ Respect: being treated well. ”

I will listen to what is important to you - your thoughts, feelings and wishes.

“ Listen and show you're listening. ”

I won't ask you what you have already told other workers unless I need to understand more that I can't find out by reading the information that I already have.

“ I feel like a newborn baby having to start again repeating myself.... if your worker changes they should know basic information. ”

I will listen to your views, wishes and feelings and make sure that this is central to everything I do.

“ Being heard - listened to ”

I'll check back with you to make sure I have understood what you said.

“ It's good to be listened to, and when they double check, I know they have heard what I said. ”

I will make sure that your views and voice are loud and clear in anything I write

“ Talk to us, take us seriously. ”

I will always introduce myself and explain my purpose in a way that you can understand - I am here to help keep you safe and well and the best you can be.

“ When I met my current worker she was bubbly, hopeful, and approachable and I knew that she was interested in me and my life. ”

I will let you know if what you tell me needs to be shared with anyone else.

“ Trust is really important, when it's broken I won't share stuff with that person again. ”

What you communicate to me will be shown in your records and assessments through direct quotes (what you say) and observations (what I see) and reflect your wishes and feelings.

“ Better understanding through sharing what you already know. ”

Listening to children's views and voices during virtual visits



Home visits are happening less frequently and we are all adapting to new ways of working.

Home visits are a 'golden opportunity' to learn so much about what life is like for a child¹. How much can we understand from the opportunity a virtual visit provides and how do we best compensate for things that don't easily translate, such as how we feel within the home, what we can't see on camera and senses such as smell?

Things to consider and document:



Who is present and have you been introduced to everyone? Are there people off camera?



What can you see and hear? Consider whether anyone is smoking or if there are signs that people smoke in the home



Do you 'stay' in one room or ask to see more?



What do the child's appearance and activities tell you?



Communication: look for cues, behaviours and mood



Conversation starters - What's the best thing about being at home? What do you miss about school?



'Miracle questions' about changes and wishes can be helpful, but need to be managed carefully as they can also create impossible expectations and disappointment.

Think about our Salford Standards for Listening. How can you meet their needs and follow these virtually?



Be a grown-up who is happy to see the child - children want you to listen and to notice them



Share cards, information or picture sheets virtually or send to home addresses to show that you are keeping them in mind



Doorstep visits provide an opportunity to drop off food or supplies. Always ensure there is something specifically for the child



Let them know you're interested and have been wondering about how they are coping with all this change. Children want you to show you care



Give them a way to contact you if they are worried, need to ask you anything or need help. You can use your shield to do this - children need to know that you're still here to keep them safe



Shield activity (see template)

A shield is designed to protect you, to be strong and keep you safe.

You can use this activity with a child, sibling group or family to consider family strengths. For each segment ask them to write or draw something that keeps them safe and happy, e.g. family, pets, favourite food or hobbies.

You can also use it to ask:

1. What's good right now?
2. What's not good?
3. What would you like to change?
4. Who could help/ what would you like to happen?

¹ See www.communitycare.co.uk/2015/09/02/home-visits-matter-child-protection/