

# Spennymoor Agenda Day, Report held on the 23rd October, 2006



## Introduction

Spennymoor children in need team had asked us to do this agenda day. They reason for this agenda day, was to find out what the children and young people think about the service that they receive from the children in need team. The 19 people that attended the day ranged from 5 to 14 years of age and they where all young people from the Children in need team . The day was laid out into two workshops we split the group into two and Ben and Gemma ran one group and Zenna, Joanne and Alex ran the other. The agenda day was on the 23<sup>rd</sup> of October 1 till 3.

## The time schedule for the day.

We started at approximately **1:00pm**.

The introduction ended at approximately **1:10pm**.

The first workshop started just after and the finished approximately **1:45pm**.

Then we had a five minute break.

The second workshop started at **1:50pm** then finished at about **2:25pm**.

Then everyone got a drink and we gave people feed back till bout **2:35pm**.

Then we had a few biscuits which the young people decorated and we took some photos then at **2:55pm** every one got the payment and the forms to join liC where handed out.

## Group 1

### Workshop 1



The good points the young people gave were

- Kind
- You can express your feelings to them

- C.a.t.s involved
- Take you out places
- Talk to them about stuff
- Listen to you
- Give you toys to play with
- Polite, comforting
- Arrange good things

**The bad points that the young people gave were**

- Don't always take you serious
- Butt in the middle of sentences when you talking
- Don't always arrive on time
- Don't always do what they say they are going to do
- Too protective
- Rules

**The things that they said they wanted to change were.**

- Come once a week
- Come on time
- Do more activities and things together
- Come out more
- Different social workers (male and female just so they can talk to one rather than other if they feel more comfortable)
- Do stuff you like to do
- Give you activities to do with parents
- Spend more time with you
- Give you rewards when you good (stickers / sweets / etc)

**Workshop 2**



For the second workshop we asked the young people a series of questions.

1. How often do you see your social worker? – *see social workers often enough*
2. Do you know what a social worker does? – *support help take you places*
3. Do you see you social worker enough? – *different views yes and no*
4. What do you want from your social worker? – *take out places*
5. Where do you meet your social workers? – *go out or stay at home*
6. Where would you like to see your social worker? – *shopping mc Donald's etc*
7. If you have contact sessions with family where do these happen? – *home & bowling*
8. How much time does your social worker spend with you too little or to much? – *not enough*
9. What information do you get from your social worker? – *Future plans contact arrangements.*
10. How could you improve your relationship with your social worker... some people will have a good /bad relationship? - *Able to talk in confidence, kinder, helpful, there when you need them, good sense of humour.*

## Group 2

### Workshop 1



### Good Points

- Tells the truth
- Does the best
- Doesn't embarrass them

- She's nice
- Takes them out and buys them stuff
- Jokes on with them
- Asks them what they want
- Help you and do their job

### Bad points

- Social services take too long

### Changes they would like to make

*Young people would not wish to change anything about their social workers; they all like their social workers.*

### Workshop 2



1. **How often do you see your social worker?** - *See their social workers enough.*
2. **Do you know what a social worker does?** - *Not all of the young people know what social services are about.*
3. **Do you see your social worker enough?** - *Some say that their social workers come out when they ask but others say they come out when they are at school.*
4. **What do you want from your social worker?** - *Help, advice and support, someone to talk to (middle person)*
5. **Where do you meet your social worker? Venues for appointments** - *Home, College, school (anywhere really)*
6. **Where would you like to see your social worker?** - *Home, Anywhere*
7. **If you have contact sessions with family here do these happen?** - *They do have contact*
8. **How much time does the social worker spend with you?** - *Social workers do spend enough time with young people if they aren't busy*

9. **What information do you get off your social worker?** - *Children get any information that they ask for.*
10. **Would you like to see your parents become more/less involved with your social worker?** - *Young people say they are not bothered whether parents get more/ less involved with their social worker.*
11. **How could you improve your relationship with your social worker?** - *Young people say that if you see social workers more often and talk to them more often then you will have a good relationship with them.*

### Workshop 3

We asked the young people how they felt about living where they live and got a good response on what they have got to do where they live

#### Hunwick

Pubs, park , shops

#### Newton Aycliffe

Shops , parks, cadets , rec , boating lake , the burn , youth club , Tesco's , take away's , Ann summers parties , multi – storey , blockbusters

#### Ferryhill

Go to school , library , go to the park , go shopping , cubs , church , army cadets ,a.f , Beck , football club , cricket pitch , surestart , leisure centre

#### Bishop Auckland

Library , police station , leisure centre , park , Bowling green , boys youth club , Auckland castle , church , shops , army cadets , hospital , Brewster's , McDonalds , Bostonian

#### Spennymoor

Go to the gym, go boxing, go swimming, go to the powerhouse, go to the cube and go to the Rec (recreational centre).

### We asked the young people to make leaflets for when people were first introduced to children in need and what information they should have in .

Young people said that they would like:

- phone numbers,
- email address,
- work address,
- work times,
- information they would like in,
- plenty of advice,
- come out more often to see them,
- Talk to them more.



### **Conclusion**

The agenda day went well, As you can see from the above report the young people have a mixed view about the service that they receive from the children in need team. The main point that came through today was, young children felt that they could not rely upon their social workers as much as they wanted

### **Recommendations**

we received some positive feedback from the young people about their social workers and what they expect from them. We had some really positive points about how social workers treat young people; however we also had some negative views, not about a specific social worker but concerning all social services departments. And from all the above points we recommend that the following recommendations are carried forward;

1. social services need to give young people more information about who they are; what they do; what they can help them with and about the services that they provide
2. Social services should never make promises or arrangements to young people if they can't keep them.
3. If they are going to be late they should ring up and tell the young people that they are going to be late.
4. Social services should explain if there are some issues in the children and young peoples lives that they can't change no matter how hard they try to.
5. Social services should ask young people what they want and what they expect from social services.
6. Social services should listen to young people and what they have to say, then that would make their job better and easier.

7. It came across regularly that youngsters would like to see more of their social workers for a successful relationship to work between a social worker and their client. Opinions and views should be considered.



Written by Ben, Gemma, Joanne and Zenna