

Jersey Children's Social Care Service Practice Standards

Young people's summary



Listening to me
and involving me in
decisions

Supporting me in
the right ways

Keeping me safe



Hello

In Jersey, there are lots of people working together to keep children and young people safe and healthy.

Social Workers are an important part of this. They:

- help families when they go through difficult times
- keep children safe from harm
- make sure children can grow and thrive.

Social Workers must know what to do, and how to do it. That's why there are Practice Standards for Children's Social Care Services.

There are 8 Practice Standards.

It's like a 'how to' list for Social Workers.



1 Managers make sure their teams are following the Practice Standards.

This is about supporting and leading staff in the right ways.

Managers must:

- promote the Standards
- let staff know where to go for advice and help
- give the right support when there are difficult decisions
- keep records and other information up-to-date
- have steps in place to deal with issues
- follow up on issues and take the right actions
- develop people's skills and they have training
- share good practice so staff can learn from each other.



Staff knew what I needed and what to do.

Staff were trained and able to help me in the right way.

I felt like there was someone to listen to me when I had an issue with my social worker – and that made a difference.

My social worker was able to get advice and help me make a difficult decision.

2 All children and young people have an assessment to find out what they need and plan support.

This is about checking what you need.

Social workers must:

- put your needs first in everything they do
- involve you in plans and listen to your views
- keep a record of what you say, and what your family say
- look at issues that are making life difficult for your family
- tell you what could happen and why
- tell you if they are linking you to other services
- tell you how services will help you
- make it clear why services are involved
- respect who you are – your race, gender, religion
- set out clearly any decisions and plans
- give you and your family a copy of the assessment.

Your rights

All children and young people have rights. They are set out in the United Nations Convention on the Rights of a Child (UNCRC).

You have the right to be listened to and taken seriously (Article 12).



3 All children and young people are protected from harm and get the right help, at the right time.

This is about keeping you safe.

Social workers must:

- put you and your safety first
- visit you and get you support quickly
- spot any risks to you
- make sure any children who live with you are also safe
- work with other services including the Police
- share information with services that need to support you
- set out all the steps needed to keep you safe
- make sure the steps are put into action
- keep their Team Manager up-to-date on decisions
- complete the Initial Child Protection Conference report
- share information with you and your family.



I knew why services were getting involved.

I feel safe now.

People explained to me why decisions had to happen and how they would keep me safe.

My family got the support we needed and now we can cope better.

4 All children and young people have a protection plan that brings services together to support them in the right ways.

This is about making plans that meet your needs.

Social workers must:

- put your needs at the centre of all decisions
- focus on keeping you safe and well
- visit you so they can understand what you need
- check you have your basic needs (food, clean clothes, bed and bedding)
- make sure you are part of meetings and involved in decisions
- make sure you know who is supporting you and how they will help you
- make sure you and your family have information about what is happening and why
- discuss any concerns with their manager
- work with other services to support you
- keep records of all the meetings.



5 All Children in Care have a placement that meets their needs and supports them in the right way.

This is about you having everything you need if you are in care.

Social workers must:

- talk with you and explain why you are going into care
- explain what will happen and who is going to support you
- listen to you and involve you in decisions about your life
- make sure you still have contact with family and friends if it's safe
- make sure you are connected to services that will help you
- make sure you have a Personal Education Plan
- meet with you regularly and check you're getting the support you need
- give you their contact details so you can contact them when you need to
- work with services so they can plan how to support you
- know all the rules and policies for placements, including Jersey Children in Care.



I like where I live now – and I'm doing better.

I was told why I was going into care and understood what was happening.

My Social Worker gave me their phone number – so I could call them when I needed help.

My Social Worker visited me and checked I had everything I needed.

I'm safe now and I still have contact with my Aunt and cousins... which I like.

6 All Care Leavers have the support they need to move out of care and start adult life.

This is about supporting you in the right ways, so you have the best future.

Social workers must:

- start planning early — just before your 16th birthday
- connect you to a Leaving Care Personal Adviser
- tell you what help is available as you leave care
- work with you to plan your future — including checking your Pathway Plan
- talk to you about your accommodation options and where you'd like to live
- talk to you about your education, training or employment needs
- make sure you have support with any health needs
- let you know what financial help you can get like the Setting Up Home Allowance
- follow the rules and policies, including the Jersey Leaving Care Offer.



My Social Worker told me about my options and visited some places with me.

I still get support with my health needs and can talk to people when I need to.

I got help to buy things like kitchen stuff and bedding — it feels like my home.

I was excited and scared about moving out of care but going to University and living on my own has been great.

I decided to do some training and now they're helping me find a job.

7 All children and young people have records that are accurate, up-to-date and clear.

This is about keeping information up-to-date.

Social workers must:

- make clear notes including the times and dates of meetings
- recorded information as they go along
- keep up-to-date contact details for you and your family
- keep notes about your family background and culture
- keep notes about what is happening and why
- keep notes about what services are involved and why
- keep notes of any support and plans put in place
- keep notes of what they see and what they think
- keep notes of any advocates, family or interpreters that helped communicate
- keep notes of any how they assessed your needs
- keep notes of what you say and your views on things.



When the time of the meeting changed – they contacted me quickly.

I didn't have to keep telling my story or giving my details over again.

They kept records of what I said in meetings so I felt like my opinions mattered.

My Social Worker changed but when I met my new one ...I felt like she knew about me and what was happening in my life.

8 All children and young people have their information protected.

This is about keeping you safe.

Social workers must:

- share information in the right ways and always keep you safe
- get your permission to share information when it's possible
- be open and honest about why information is being shared
- tell you who the information is being shared with and how it will be used
- make sure the information is up-to-date and accurate
- get advice if they have any doubts about sharing information
- keep records of who they shared your information with and why
- follow the data protection rules.



I knew my information was shared to help keep me safe and get me support.

My social worker kept me up-to-date so I knew when my information was shared.

I was told how my information would be used and who it was being shared with.

I always felt like my personal details were safe.

Thanks for reading this

Social workers make lots of difficult decisions. The **8 Practice Standards** are there to make sure all children and young people in Jersey get the best care possible.

If you don't think the standards are being met, or you have an issue, you can make a complaint.

Steps

1. Talk to your social worker so they have an opportunity to put things right.
2. If you don't feel listened to, or if there's still an issue, talk to their Manager.
3. If this doesn't work, you can make a complaint to the Government of Jersey:
www.gov.je/Government/Comments/Pages/index.aspx
4. If you are still unhappy then you can ask the Children Commissioner of Jersey for help and advice: www.childcomjersey.org.je

Independent advocacy

If you feel that you are not being listened to you can have an Independent Advocate to speak up for you. An Advocate is someone you trust, who is there **for you** and will make sure you are listened to.

