

## **Good Practice Case Transfer Guide – What Young People Want**

### **Voice Over Group discussed this guide on 26 March 2017**

- 1)** The group started by exploring how it felt to be transferred to a new worker.

Comments included:

- 'It can be annoying and frustrating to re-tell your story'
- 'I like new workers, it's something new, but it's hard once you get to know them if you don't like them'
- 'New workers didn't understand my behaviour, when I was younger, and they couldn't cope. This didn't help'

The group welcomed the guide and felt it was in line with much of what they have discussed in the past as issues and problems around getting new workers:

- 'This is positive- we want it to be positive'
- 'I'm worth it'

- 2)** The group felt that taking time to read about and understand the child is central to that child being and feeling important. The group felt the social worker should have to read the file which the young people expected to be clear, balance and strength based. Being too busy to do this results in the child feeling unimportant.

The group were very positive about the three-way meeting between old and new workers and felt this should happen whenever possible. They felt that time getting to know each other was really important, they felt this gave the opportunity for social worker and child / young person to decide how to work together.

Many members of the group noted that workers often don't seem to have time to read their case notes and having to repeat everything.

However, they noted that sometimes it's good to be able to explain their side, as the notes are often not in their words. In order to accommodate both these points the group suggested that new workers could explain that they have read their file but wondered if there was anything the child/ young person wanted to share or say about their life/ experience.

**Suggestions:**

Staff should all have one page profiles which children and young people can look at before they meet their new worker. 'I'd like to receive a profile on my new worker (1 page) – including likes, dislikes, name (basic information to help build relationships).

The group also suggested that the old and new social worker and the child / young person could work together to draft a one page summary about the young person.

**They thought that the impact of the guide would need to be tested and suggested the following:**

- Mystery shopping
- Questionnaire or survey after 2- 6 months (after the case has been handed over)- Facebook could be used for this