

Please contact the Independent Visitor Service team:

North East Independent Visitor Service

Action for Children, Wesley House, Bond Street,
Benwell, Newcastle upon Tyne NE4 8BA
Telephone: 0191 2724990
Email: neivs@actionforchildren.org.uk



North East Independent Visitor Service

Providing volunteer Independent Visitors for children and young people



"Sue is reliable, turns up on time, keeps promises she has made, is prepared to try new things, will listen, is prepared to try & answer questions, isn't very good on fairground rides, doesn't eat sweets very often"
Paul, Young Person in Care



INVESTOR IN PEOPLE



Action for Children

3 The Boulevard
Ascot Road
Watford WD18 8AG
Tel: 0300 123 2112
Ask: us@actionforchildren.org.uk

actionforchildren.org.uk

If you would like to know about Action for Children's policies on confidentiality and equality and diversity, please talk to your project worker.

If you are unhappy with our service, please talk to a member of staff or call Action for Children's customer service and complaints manager on 0800 328 7822. You may also be able to contact an independent body that oversees our service. Please ask a member of staff.



How We Can Help You

The Independent Visitor Service brings children and young people together with an adult who will take an interest in their life and regularly spend time with them.

We select all of our volunteers carefully and train them to make sure they are someone you can trust and look forward to seeing.

They can help you by:

- spending time with you separate from carers and adults you already know
- choosing activities together such as something you have always wanted to try or something that you like doing
- giving you opportunities to try new activities and go to new places
- listening to you and providing support and friendship
- if you would like them to your Independent Visitor can also attend review meetings with you

"Paul can get frustrated when things aren't always going as expected/wanted. However he likes to go outdoors, doesn't like walking far, loves the fairground rides and enjoys eating out!"

Sue, Independent Visitor

Who We Are!

The Independent Visitor Service is one of the projects within the North East Children's Rights Service. We have a team of professional staff and trained volunteers.

What will happen?

If you and your social worker think that you will benefit from an Independent Visitor then your social worker will make a referral to us. We will talk to you to explain what we do and see if this is something that you might be interested in. If you want to go ahead we will begin our matching process.

Part of this process involves us giving you a booklet to fill in which tells us about the things that you like doing. You will receive a booklet telling you about the Independent Visitor and the things that they like doing before you meet them to make sure you still want to go ahead.

Your first meeting with your Independent Visitor will be somewhere that you feel safe. You will decide together where to go next and what you would like to do.

Action for Children

Action for Children is committed to helping the most vulnerable children and young people in the UK break through injustice, deprivation and inequality. We are one of the UK's largest children's charities, and our values – equality, passion and hope – ensure that children are at the centre of everything we do.

