

Transfers

from

a

child's

perspective



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|  | **You said** | **We will** |  |
| I need to know why I am getting a new worker and what things they will be asking me, I need to know if my brothers and sisters will have the same worker as me and if not why not. | We need to make sure that the child knows why the worker is changing and what they can expect, they need to know why the worker is going to be involved with them, they also need timescales for this happening and full understanding if there is going to be more than one person coming into the home, whether this be another social worker for a sibling or a child and family worker. |
| I need to know if I will see my current worker again. | Dependant on how long we have been working with the child, or the intensity of the intervention there may need to be consideration for a piece of work on  ‘ending’ the relationship to enable to child to transition to a new worker with ease. |
| I need my teacher / mental health nurse / IRO grandma etc to know that I have a new worker and that they know the contact details in case I need them to call the worker for me. | The professional and where appropriate (and with consent) personal support network need to be formally advised of the new workers details, including the date of transfer. The child needs to know that you have done this. |
| I need to know that the new worker knows my story and that I don’t have to tell it again. | We need to ensure that we provide clear and up to date recordings and attend the transfer meeting, the impact chronology / assessment / plan / case summary needs to be up to date and the child's voice clear. As the receiving worker, there is a need to speak to the current social worker before the transfer, read the case file and ask any questions. |
| I need to know that my new worker knows what to do if I get upset or angry when I am talking to them (or if I want to ignore them). | Where there are particular strategies or behaviours that work best with a child when they are upset or angry this needs to be clear within the case summary enabling the best approach to be adopted by the new worker. |
| I need my current worker to introduce me to my new worker, so I am not on my own with them the first time I meet them. | We need to ensure that there is a handover visit with the child and formal introductions made, if the transfer takes place in a meeting there is a need for a direct meeting with the child to also occur. |
| I need my new worker to know what I like to do when I talk to them and how best to communicate with me. | Within the handover there is a need to ensure that the new worker is clear of any specific tools / approaches that the child likes to complete (or not) offering a sense of consistency. |
| I need to know how can contact my new worker**.** | At the point of the first contact with the child, we need to ensure that they have the contact details of the new worker, including what to do if the worker isn’t available and they need to contact them. The child also needs to know that the professionals have the contact details and can support them in making contact the worker if needed. |
| I need the new worker to know who my family are, I need them to know what religion I follow and what my preferred language is. | Links to family members need to be clear on the case file prior to transfer. We need to ensure that all demographics are up to date. |
| I need to know when all of this is happening. | Clear timescales need to be provided to the child. |
| I need to know that everyone else knows what’s going on so I am not waiting, I need to know that I will not have a gap in having a worker. | Clear case recording needs to be on the child's case file with clear set timescales. Relevant checks and threshold conversations need to be agreed and any challenge resolved through appropriate escalation process. Lack of capacity should not delay transfer. |
| I need to know what happens next and why; I need my new worker to know what needs to  happen next and why | Case planning needs to be up to date, SMART with clear objectives and review dates are known and prepared for. |
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