



## Relationships – social workers

# Hertfordshire County Council Top Ten Tips For Workers March 2020

Findings from Hertfordshire's *Your Life, Your Care* survey emphasised the need for young people to develop trusting relationships in their lives. The children in care council co-created a promotional best practice guide which helps social workers to engage with their young people.

## Why?

Hertfordshire's *Your Life, Your Care* survey findings acted as a launch pad to develop relationship building with the young people in their care. Other aims included wanting to be better trauma informed, improving co-production and encouraging best practice amongst workers.

## What did they do?

With an emphasis on co-production, Hertfordshire asked their Children in Care Council (CHICC) how they should work on this topic. One of the findings was that the relationship between care leaver and worker has a great impact on the quality of the service and the overall experience of the young person.

With this in mind, CHICC were involved in creating a 'Top Ten Tips For Workers' document. This promotional good practice guide gives professionals a better idea of what young people need and why they say the things they do.

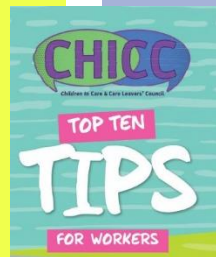
It encouraged workers to be less risk averse – understanding and meeting the young person where they currently find themselves – not judging them on past history or what their file says about them. This helps to bring the relationship back to a personal level, where young people feel treated and respected as individuals.

The exercise is a move towards a less prescriptive approach and helps to build bridges between the young person and their worker.

[Download the document here](#)

## What difference is it making?

The document has fed into supervisions and now also acts as a key factor in the planning of work for new staff and in interventions. It is generally seen as an accessible tool which encourages Hertfordshire's young people to be heard and to achieve success.



2

Don't judge us by our files or our families. Take time to get to know and understand us. Find out about our interests, hobbies and what we like. Be persistent. Remember we're young and we're individuals

'It is important to connect with your worker'

4

Be honest and always do what you say you are going to do

'It's nice to have someone you can trust'

10

Encourage young people to achieve. Take an interest in our school work and how we are doing. Nominate us for Herts Awards!

'Education is really important throughout your life and you should be supported and encouraged to complete education. When you're young you don't always know how important it is'

**Spotlight  
on  
practice**

# Hertfordshire County Council Top Ten Tips For Workers

March 2020

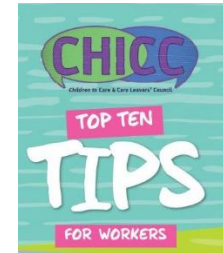


**Why?** As a result of their Bright Spots survey findings, Hertfordshire wanted to improve the relationship and trust between their workers and young people.

## What?

- Hertfordshire worked with their Children in Care Council (CHICC) to co-produce a 'Top Ten Tips For Workers' document. This gave professionals a better idea of what young people need and why they say the things they do.
- It also encouraged a less prescriptive, more relational model where workers meet young people where they are at, and not based on past history.

**Impact:** It is used as a simple, accessible tool and also feeds into new staff training and supervisions.



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