



## Context

The Swindon Safeguarding Partnership (SSP) is made up of different organisations who work together such as the Council, schools, colleges, the Police, health services, social care services, and more, to keep the children, young people and families of Swindon safe from harm. They also work to make sure that all organisations in Swindon have the most up to date information and training in keeping children, young people and families safe.

This pledge is a set of promises the SSP and the organisations they work with are making to listen to children, young people and families. We want you to tell us how well we are doing at keeping you safe and how we can make things better.

## Swindon Safeguarding Partnership's (SSP)

### Children and Families' Participation Pledge

*The SSP Pledge is to help you by working with you*



## We pledge to...

### **Involve you when we are trying to make things better**

#### What does this mean?

We need your help to make sure we are doing things in the best possible way to give children, young people and families the best support possible.

#### We will...

- Ask for you to help us when we are starting new services or changing the way services work;
- These services are for you, so we need your help to make sure we are doing things in the right way;
- Ask you how we are doing; we want to know what is good but also what you think needs to be changed;
- Ask you how organisations or teams that you work with are doing in involving children, young people and families in their work and making sure they hear your voice;
- Involve you in any changes we make as a result of your feedback and ask you to tell us if we are doing this in the right way;
- Tell you what difference your voice has made.

### **Listen to you**

#### What does this mean?

We want you to feel valued and respected. This means that we will listen to you and always do our best to do what you say will work for you, if we cannot do this, we will make sure we tell you why. We also want to hear what you think about how we do things and how we could do them better.

#### We will...

- Listen to your views about support you receive and how we work;
- Involve you in decisions that affect you ;

- Ask for your help in understanding what we can do to make the support you receive better;
- Encourage and support you to tell us what you think;
- Do what we say we will do, when we say we will do it.

## **Support you**

### **What does this mean?**

We want you to be involved in decisions that affect you and for you to help us make sure that we get things right. We want you to feel you can tell us what we are doing well and what we could be doing better.

### **We will...**

- Involve you in decisions that affect you, even if they are tricky;
- Be honest with you when we can't do something, tell you why;
- Give you the time and support you need to help you tell us what you think;
- Make sure you are regularly updated on what is happening with any decisions or actions;
- Make sure that regardless of your background, you are given what you need to take part.

## **Work together to make sure you get the help you need**

### **What does this mean?**

We want you to make sure you get the right help at the right time by making sure all professionals work together.

### **We will...**

- Make sure you are at the centre of all our work; this means listening to you and giving you the support you need;
- Make sure all professionals have the right training to give you the best possible support;
- All work together to make sure you don't have to keep telling your story and that you get the right support at the right time;
- All work together to promote best safeguarding practice to keep you safe.