

Swindon Children and Young People's Strategy 2021–2024 video transcript

Participation is about professionals you work with hearing what you have to say and then changing the way we do things. You know what works and we want to hear from you so we can make things better.

Why is being listened to important?

These are some of the reasons children, young people and families have told us it's important to be listened to:

- You can't give the right help if you don't know what is happening in my life
- Because it is about mutual respect, because it is a right to be listened to
- It makes me feel that I am being taken seriously, things get done and small things make a massive difference
- Because adults are not always right, it's important to hear my side of the story
- If you listen, you understand more

By using your voice to tell us what needs to change you will make the support you get better. We want you to give feedback about the people who help you, and the people they work for, to help us learn and improve.

In Swindon we are committed to not only listening to our children, young people and families but changing things because of what you tell us. We want you involved in all aspects of what we do, from having a say in who gets a job supporting our children, young people and families, to changing how services work to make them better. In three years' time we want to make sure we have improved in every area based on the feedback we get from you.

We have written a strategy, which is a document setting out what Swindon does already to listen to and act on the voice of children, young people and families, and how we want to do better in the next three years. We have worked with lots of different professionals, children, young people and families to make sure we get this right.

We have also made a poster which shows you what we should be doing, how we should be listening to you and how you can make sure we are doing a good job.