

The logo is a blue puzzle piece shape with the text 'Walsall Right 4 Children' inside. 'Walsall' is in white, 'Right' is in white, '4' is in blue, and 'Children' is in white.

Walsall
Right 4
Children

The logo features the text 'The Big Conversation' in a handwritten style. The word 'Big' is enclosed in a hand-drawn speech bubble.

The *Big* Conversation

**A collaborative journey with children,
young people and families**



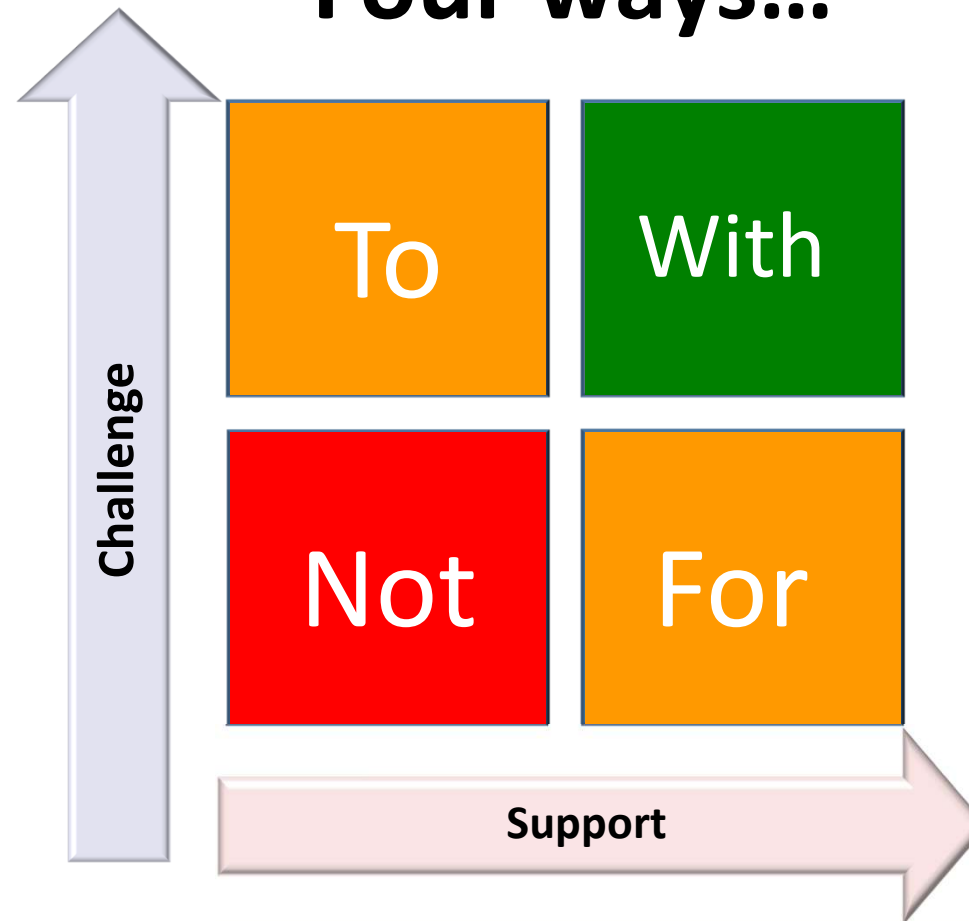
Walsall Council

PROUD OF OUR PAST OUR PRESENT AND FOR OUR FUTURE



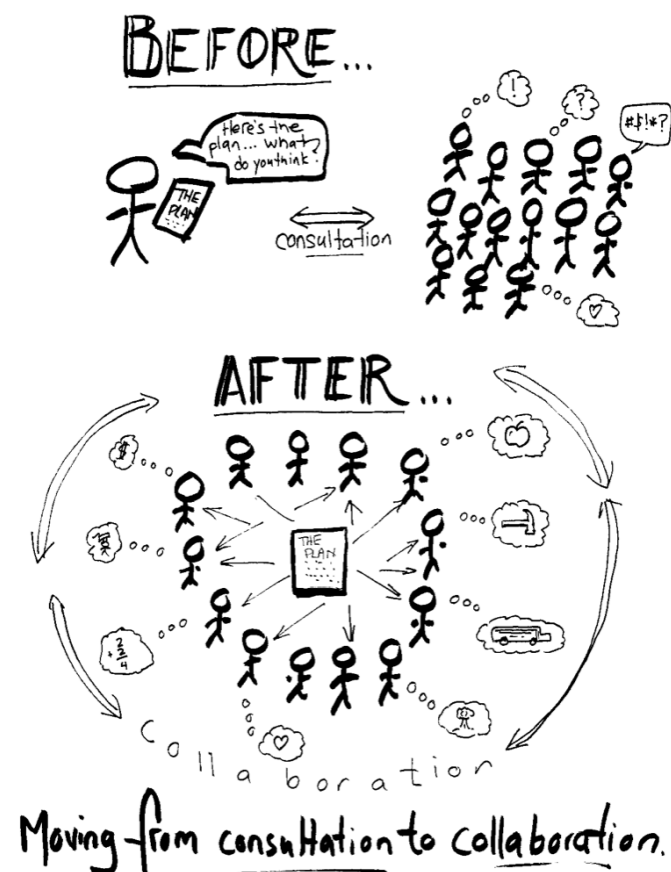
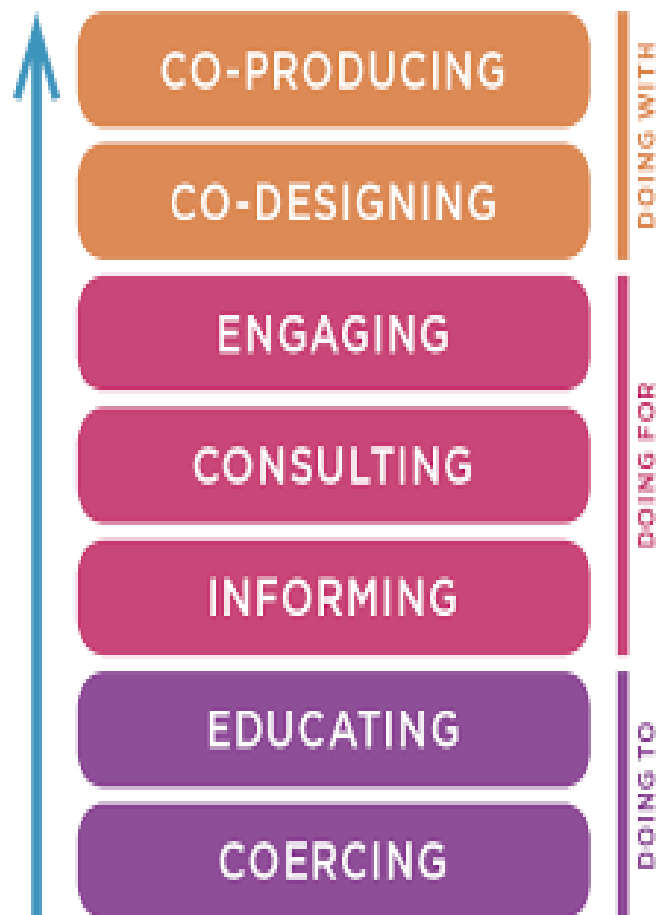
Restorative Practice is one of our key principles of transformation..... But what does that mean?

Four ways...





Doing 'With' = a **JOURNEY** of co-designing and co-producing





What is WR4C

The *Big* Conversation ?

- **Quality conversations** exploring children's and families experiences of services through practitioners they have a relationship with
- Topics aligned to transformation programme:

Right Help: What does excellent help look like?, what makes a good professional? (knowledge/Behaviours/skills)?, what are barriers to getting the right help?

Right Time: Do you know where to go for help and support? how easy is it to get support when you need it? Do you think help is provided at your pace or when you need it? Exploration of help at key times e.g. holiday/transition, etc.

Right Place: How else could we make help for children more accessible? What could we do to make sure you get the right help? How can we better support your family to stay together? How can we support you in settling into your foster home or children's home?; How can we better support you to stay or return to full time education?

For as long as it is needed: When you no longer need our support – how do we best end our support or service? Can you tell us about a time when workers stopped the support too early or stopped the support in the wrong way? How can we best ensure that children and families who no longer need our help how can we support you to ensure you continue to do well in the future.(sustainable outcomes)

If you were the Boss of children services what would you do to ensure the right support is in place to help children be happy, learn well and be safe from harm?



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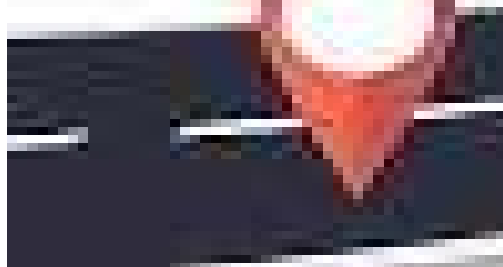
The Big Conversation

September 2019 – Young people introduce Turning Point – the new adolescent service at our staff conference

Audit of actions and impact since Big Conversation feedback

October 2019 – Big conversation with parents who have children who have been excluded since September

Febr 2019 – launch of the Big conversation across Children's Services



June 2019 – 143 conversations and 6 focus groups
Capturing views in visual posters to help managers and practitioners to reflect

Working with young people in the development of our Service for Adolescents



July 2019 - Establishment of a WR4C parent group co-designing our services.

Establishment of our SEND coproduction group.



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The Big Conversation



4 Themes:

- Things they would do around communications
- Things they would do around relationships
- Things they would do about the people providing help
- Things they would do about the type of help





The Big Conversation – So What?

You said...

...we did

Co-design services



| | |
|---|---|
| You didn't like using the phrase 'magic wand' without context or building relationships when collecting wishes and feelings | We have developed our direct working tools to enable conversations about wishes and feelings in different ways. We are undertaking our assessments over a number of visits to ensure we can establish a relationship. |
| You didn't like it when workers came unprepared or without reading the files | We provide workers with time to read the files when coming out to visit you and ensure through supervision and conversations with practitioners we support this good practice |
| You felt that practitioners were too focused on the negatives when visiting you and your family | We continue to develop our restorative practice approach. When completing a Child and Family assessment or an Early Help assessment we are focussing on your strengths as a family as well as talking to you about the areas of concerns. |
| You don't like it when we wear our ID badges, as you don't want others to know professionals are coming to visit you. | Our staff don't wear our ID badges, but have them available to show to you so you can check our ID. |
| You wanted practitioner to come with more information about help that is available | We are updating our leaflets and will ensure we make every contact count by providing you with helpful information to enable you to help your family |



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The *Big* Conversation

I What the impact of working with looks likes...

"I would like to take the opportunity to let you know how much I was inspired and in awe of Mrs Yakin, who until recently was my sons social worker. This is the first time we have had a social worker within our home, but have in the past witnessed loved ones engagement with social services (Wolverhampton) and honestly the situations I have witnessed were in my eyes not what "Social Workers" are supposed to be about. So you can imagine my personal views were very negative towards social services, there has been many times I have said "if I were a social worker this/that would be different). From the moment Mrs Yakin came into our home I felt at ease, but I was still very weary at first. A few minutes later I am actually sitting questioning myself on my previous views. Mrs Yakin was very neutral, and after only a few times of interaction my whole "Social Worker" negativity had vanished! Mrs Yakin is what a Social Worker (in my view) should be like. So much to the point, I have enrolled at Walsall College HE Access to Social Work and have made some drastic life changes. I am pleased to say that Mrs Yakin restored my faith in Social Workers and can honestly say Mrs Yakin was my inspiration! Mrs Yakin will probably say she didn't do much (just her job), but it is enormous for me. I wanted you to know how impressed I am with Mrs Yakin and give credit where it is due. I would also generally just like to thank you, Social Services does not get the positivity it deserves, you do a fantastic job and I cannot wait for my journey into social work! #UnseenHeroes!"

Social workers response:

The compliment meant everything to me.

It has reinforced why I do the job I do and allowed me to have an understanding of the impact we have on people, whether contact is minimal or over a significant amount of time.

Relationship building should be present from the first point of contact. I firmly believe that our connection with people will determine the outcome, either positive or negative.



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