

## Citizen Voices and Expectations – Conversations with me.



Citizen groups have highlighted the need for practitioners to involve people and talk to them about what is happening, and what they would like to happen. This has been used to produce this guidance/checklist for practitioners

- ✓ Have you spoken to the individual about the concern?
- ✓ Have you asked what they want to happen?
- ✓ Have you talked about what changes they would like to achieve (their desired outcomes)?
- ✓ Have you talked to them about reporting concerns?
- ✓ Have you talked to them about what is happening at this stage and why?

- ✓ Talk to them about what actions are being taken and why.
- ✓ Talk to the person about findings and learning.
- ✓ Talk to the individual about risks.
- ✓ Talk to them about plans to manage those risks.
- ✓ Talk to them about whether changes they want have been made.

- ✓ Talk to the person about whether life is now better for them.
- ✓ Discuss with them whether any further actions are needed.
- ✓ Talk to the individual about support and representation if they need or request it.
- ✓ Talk to them about what they can do if they are unhappy with decisions made or progress.

### **Citizen groups have also explained what the experience of safeguarding should feel like; and what outcomes they would usually hope could be achieved for them:**

- ✓ Be confident that any concerns about their safety and wellbeing have been taken seriously, and know who they can speak to in the future about concerns
- ✓ They have been asked what they want to happen, and changes they want to achieve.
- ✓ They have received the support they need to express their views and make decisions.
- ✓ They know that their wishes and views have been taken into consideration.
- ✓ They have had a conversation about what is happening at each stage and why.
- ✓ I know people have sought to achieve the changes I wanted and explained when this was not possible.