

Information for Children about North Tyneside Council's Children's Services



Who are we and what do we do?

North Tyneside Children's Services is part of the council, and our job is to work with families to keep children safe and well cared for.

You could have a worker, for example, a Social Worker, Family Partner, Health Visitor or Teacher. Workers at North Tyneside Children's Services work with children and their families when there is a worry a child has been hurt, is scared, is not being looked after well enough, or does not feel safe. Who you work with will depend on what the worry is.

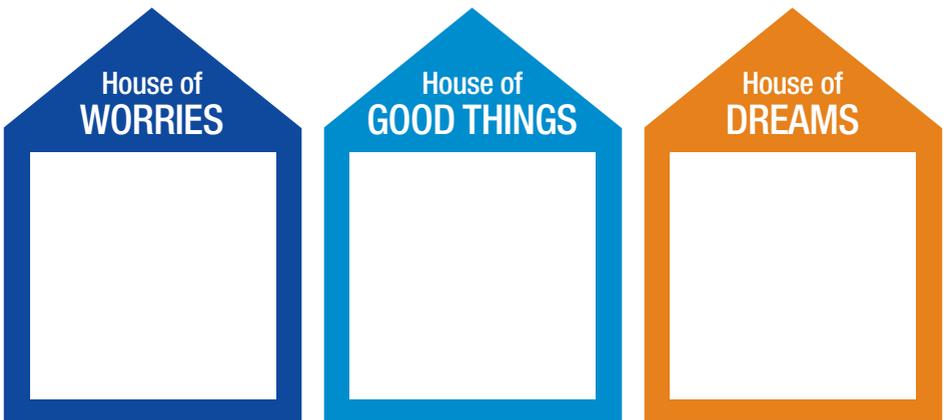
The worker's job is to talk to you and the people that know and care for you, so that they can find out what has happened, help to change things so it doesn't happen again and to help you feel safe.

What will happen?

Sometimes children are worried or scared and don't feel happy and safe in their family. This sometimes means mams or dads or other people looking after children do or say things that might hurt or sometimes scare you or others around you.

Your worker wants to meet with you so that they can hear about what your life is like in order to help makes things better. They will talk to you, the people who look after you and the people in your family who know and love you. They will also talk to people like your teacher or other people you see all the time.

Your worker will ask lots of different questions, to find out all the good things in your life, the things that worry you and the things you want to see get better. The worker can use something called 'My Three Houses' with you, to help you write down or draw pictures to tell your story. **It might look like this.**



When they have talked to everyone, they will ask your mam, dad or people who care for you, to write you a story to help you understand who is worried about you and what they are worried about. They will also come up with a plan that will show you, and everyone else, how the people who love you can keep you safe.

The plan might look like a house which tells everyone what life is like in your home - who are the people who should live there, who are the people that should come and visit and who are the people you don't think are safe. The house might also have rules that help everyone understand how to keep you safe and who will help do this.



It's your workers job to

- Help keep you safe
- Listen and talk to you; talk to you in private and in a place where you feel comfortable
- Help you think about the good and bad things in your life and what you would like to happen
- Give you information that you understand
- Only share information with others when they have to
- Treat you and your family with respect

It is really important to us that we do a good job and are helping you and your family to keep you safe.

Your worker's name is