

## Barnardo's Feedback

### Service user feedback

You're the only person that listens to me  
You make me feel like I am important, and people must look after me  
My head has been very tired, but you have helped me.

I feel safe when I speak to you

I like playing with the picture cards because they help me with my feelings

Your kind to me and you make me feel important with my reports

I like it when you come to see me, and I can tell you if I have any worries  
I can tell you all the good things too  
And its fun that I am your boss and I tell you what to say 😊 but I know that it is very important to tell people how I am

I don't want people to be sad  
I want people to help me to not get taken away by the children people

I want all the sad things to go away and want you to help us make it happy again

### Professional feedback

Every child has the right to be heard. I am often amazed how much you capture in what can seem like a few sentences and for those children I already know quite well, I can hear "their" voice. I wanted to say that listening to them sharing their worries, successes, wishes and wonders really ensured that the focus of professionals and parents alike was centered on the children. It is a great privilege to be able to hear children's thoughts about themselves, their lives, and their feelings, directly shared in their own words - Thank you.

In my experience the Advocacy Service has been invaluable in capturing the 'voice of the child' in Child Protection Conference, both initial and reviews and other meetings. Children / young people appear to be able to feel that they can be open and honest when talking to the advocate and important information has been shared because of this. It is my assumption that having someone separate from the Children's Services has allowed the children / young people to feel confident in what to say.

Hearing the child's voice's is the most powerful aspect of the child protection meetings.  
It is invaluable to hear the child's voices, we must maintain this service as this is a vital part of all child protection meetings