



**Hillingdon Safeguarding  
Partnership**



# Exploring Practice: Voice of the Person 2022-2023

## Brief Summary

## Exploring Practice: Voice of the Person 2022-2023

The Hillingdon Safeguarding Partnership works to improve how professionals support children and adults to keep them safe. We know it is important that professionals listen to children and adults when they need help.

We wanted to know how well professionals are listening to people who need help. We spoke to 33 children and 23 adults with experience of support from local services and asked how well they were listened to.

### What we found out

Most of the adults and children felt listened to by professionals who supported them, including social workers, health professionals, police officers and care providers. Most people also felt that they were given any extra support they needed to be heard.

However, there were also some difficult experiences of being “*passed from pillar to post*”, of feeling left out of discussions about their lives and families, and struggling to find out what professionals were doing. There were very few people who had seen reports written about them. There were people who felt their views were not taken seriously enough, and that they weren’t given enough time to talk, or enough information to help them make decisions for themselves or their loved ones.

People talked about what “good listening” means to them. We thought about what people said and identified five key things that professionals can do to help people feel listened to:

- Make dedicated time and space to listen,
- Find ways to communicate that make sense to individuals and families, including using interpreters where needed,

- Build relationships with people, often over time,
- Act on what people say and communicate what is being done, and
- Show genuine care and compassion.

### **What next**

We are using the answers we were given by children and adults to shape practice guidance for professionals and to influence the way services check and improve their own services.

What children and adults said will be presented to the Safeguarding Adults Board and the Safeguarding Children's Partnership Board to ensure that the learning is used to influence the way services are delivered.

The Executive Summary, which is a bit more detailed, can be accessed [here](#)..