

## Panel Workshop WhatsApp Conversation Script

This is the script of a video which is played as part of a workshop to support professionals make safeguarding panels more inclusive of young people's voices. The script and video were developed as part of the [Innovate Project](#) in collaboration with members of the [Young Researchers' Advisory Panel](#) (YRAP) at the Safer Young Lives Research Centre, University of Bedfordshire. The full suite of resources is available in the resources section on the Innovate Project [website](#).

### Clip one

<p>Our first case is Kyle Johnson. Let me just drag his file on my screen (<i>reading from her screen</i>)</p>	<p>Did she just say 'drag'?</p> <p>Yeah! drag is a like very aggressive word.</p> <p>yeah 😊</p> <p>you're talking about the young person who's been involved in an assault.</p>
<p>17-year-old male. I've got him on a Child in Need – at risk of exploitation. Arrested twice for drug possession and intent to supply with mobile phones and unexplained cash found on him. Kyle is associated with a network of young men suspected of running drugs. He's had a number of recorded missing episodes. Currently on bail conditions preventing him from going to school. Anything new?</p>	
<p><b>(Youth Intervention Officer):</b> Yes I've got new intel. Kyle's been the victim of a serious assault in a fight last month. He's been arrested with three other male individuals who were in the fight. Probably gang-rivalry stuff. (<i>rolling her eyes and shaking her head</i>) We've had lots of problems with gangs in the area lately.</p>	<p>How do they know it was gang related?</p> <p>she just guessed and made an assumption you can't just assume ...</p> <p><i>👀</i> there's a lot of gang activity in that area doesn't really explore his environment or his intentions or the amount of danger that he's in.</p>

	yeah he could have been like at the wrong place at the wrong time,.. They're stereotyping it and already putting it in a box...
<b>(Chair):</b> Right. Has his safety plan and risk rating been updated? What we as an organisation need to know is that we've got line of sight to our most at risk.	
<b>(Social Worker):</b> I'm Kyle's new social worker. I took over after Liz left. I've only seen Kyle once so far – he's been quite difficult to engage. We met two weeks ago. <i>(frowning, a little defensive)</i> I wasn't aware of the fight – his file mustn't have been updated.	And then the social worker didn't know that incident happened???
<b>(Youth Intervention Officer):</b> <i>(sternly)</i> We've moved him up from a 5 to a 7 on our gangs risk matrix because he initiated the fight.	They are just like - OK we're doing what we have to do, we're keeping each other updated, and we're putting them ... this number on a rating scale. You know there's no real action 😞
<b>(Chair):</b> Ah yes, the matrix. How does the scoring work again?	
<b>(Youth Intervention Officer):</b> The ones who pose the highest level of risk to others score 10.	I didn't really understand the whole matrix thing.  there's a lot of categorising. Not a lot about Kyle's protective factors, interests, hobbies, his life...  it's all risk, risk, risk. Nothing about his strengths.
<b>(Chair):</b> Right. So we've got him down both a 'at risk' and a 'potential risk to others' due to violent behaviour. And is Kyle aware that this meeting is happening today?	They're not really thinking of him as human, as someone who needs to be protected  it's just too simplified!! The conversation needs to be much longer and much more in-depth.
<b>(Social Worker):</b> I'll let him know we met.	

	<p>wait, so he didn't know the meeting was taking place??? did she just say that?? 🤔👉</p> <p>she should have said to him we're meeting, you're not going but is there anything you want me to advocate for you...</p> <p><i>100</i> there could've been some really big decisions and next steps made about his life and he's not there to voice how he feels about them or to have a say or even contest to them. Just awful. 😞</p> <p>it's like a gossip session. Like, ooh, I've heard that he's done this or you know he might have done this...how is it actually helping??</p>
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## Clip two

<b>(Chair):</b> Any other updates? Laura?	
<b>(Youth worker):</b> Kyle and me are meeting regularly. He told me about the fight. He was really shaken. He told me he wants to break away from his old friends. He's really worried about retaliation after the fight. He's received some threats on Snapchat.	
<b>(Youth Intervention Officer):</b> Do you know who these threats came from?	<p>The police is like: I want the information that I want, so I can find out the people that are guilty</p> <p>yea that's all they want to know about</p>
<b>(Youth worker):</b> <i>(uncomfortable)</i> He didn't share names with me...	

<p><b>(Chair):</b> <i>(looking at her screen and typing as she is speaking, filling out a spreadsheet online)</i> Right just updating the spreadsheet now, bear with me. So escalation in criminal activity and concern about retaliation. What about his drug use?</p>	
<p><b>(Social Worker):</b> <i>(condescendingly)</i> He told me he's not smoking cannabis anymore but I'm not sure that's true. I feel like he can be quite manipulative... He seems aware he needs to change his behaviour but I think there's a lot of work to be done in terms of understanding risk and how to lower that risk for himself.</p>	<p>she's only seen him once...</p> <p>yea she's got a lot of views around the information that she's been given, rather than the relationship she actually has with him</p> <p>That language is completely inappropriate 😡😡 And it's toxic.</p> <p>the social worker made a judgement about who he is as a person. I don't think that's right.</p> <p>as a social worker, even if you do believe they are being slightly manipulative, think about why. Maybe use some different language.</p> <p>The fact he's acknowledging that he needs to change is incredible. And saying, oh he's still got all this work to do, it's going to make him feel overwhelmed and like he hasn't taken a massive step by saying that he needs to change</p>
<p><b>(Youth Intervention Officer):</b> <i>(jumping in)</i> Drugs were found on him when he was arrested after the assault.</p>	<p>Why are you holding the drugs? Who has them and asked you to keep the drugs?</p> <p>in my personal cases, if I was caught, it would look very much like I was the perpetrator. But that was not the case at all, I was being forced to do those things...</p> <p>❤️</p>

<p><b>(Youth Worker):</b> <i>(quite worried)</i> He has been attending the sessions but I'm worried about his wellbeing. He's really anxious to leave the house, he's scared people will come after him.</p>	<p>that Crossing Bridges woman tried twice to express what he had said to her</p> <p>I think third sector workers have like a different sort of threshold ... they can actually invest more time in the young person and in the children that are in the services, rather than thinking about the things that they need to follow up on and do.</p>
<p><b>(Chair):</b> Has there been previous engagement with CAMHS?</p>	<p>OK ... OK, but you have that evidence now, so what are you going to do now? And like, oh just shrug it off 🙄🙄</p>
<p><b>(Social Worker):</b> There's not been enough mental health concerns to refer to CAMHS in the past. I don't know if he would take it now. I can raise it with him.</p>	<p>I don't understand why the youth worker and the social worker haven't had conversations together. It's clear that those are the two people that probably should have the most contact with him.</p> <p>I think the social worker is trying not to get caught out because she clearly hasn't got a relationship with Kyle</p> <p>like caseloads and stuff are crazy with social workers, I understand that, but clearly there isn't like a ... it feels a bit like covering their back</p>
<p><b>(Chair):</b> What are things like at home?</p>	<p>who made the questions in the first place??? 📄</p> <p>everyone in that meeting has separate things that they need to do, so they have separate interest in what information they're listening to and taking on. Rather than looking at him and thinking you're the problem, think, why is he doing this... 🙄</p>

**(Chair):** Right. I'm gonna flag 'out of parental control' on the assessment.

The social worker should be trying to make a plan with mum to sort of bring in boundaries and to try and work with Kyle on that. And at the same time, support him because he doesn't feel safe.

Clearly he's being peer pressured or being exploited

### Clip three

**(Chair):** What about positive activities to keep him safe?

there could have been a more inclusive way that she could have said that  
 Yeah like' OK, so what does Kyle like to do? What is he doing at the moment? Like does he have any hobbies or interests? What does he do in his spare time?

**(Social Worker):** He's been coming to our Friday night evening provision at the Youth Hub and that's gone really well. He says he enjoys it. But our funding has run out. (*sounding sad*) Next week is our last session... Kyle is really sad about it. He said he doesn't know where to go now, he said there is nothing for him to do and he doesn't feel safe outside.

that's a positive thing that was completely overlooked. 🧑  
 They didn't acknowledge that the trust had been built between Dana and Kyle.  
 OK, but what next? Just because you lose funding and your job ends or your things end, that doesn't mean that we just leave the young person there and that's it, let's all feel sad about it and not do anything.  
 It's infuriating!! 🙄 😞  
 and sad. 😞  
 that's the tissue when services go under, it can make young people feel lost. The other professionals in his life should make it a priority to find a replacement.

<p><b>(Social Worker):</b> <i>(surprised)</i> Ah? I didn't know he came to the youth club.</p>	<p>Again!! She completely overlooked the positive thing that he has been going to a group and that he's taken his friends, and that he's trying to build that relationship and get out of that cycle.</p> <p>He's still attending his activities that are intended to keep him safe, yet he still feels unsafe.</p> <p>it's just his responsibility to make him feel safe</p>
<p><b>(Youth Worker):</b> Yeah, he really enjoyed it. Last time he brought a couple of mates with him –</p>	
<p><b>(Youth Intervention Officer):</b> <i>(interrupting abruptly)</i> Do you know if they were affiliated with his gang?</p>	<p>the youth worker was saying something really important and the police officer's straight in there, interrupting 😬</p> <p>that youth intervention officer, her action points should be to stop being so judgemental and stereotyping him 🙅</p> <p>'his gang'?? 🙄😬😬</p> <p>it's extremely harmful to use this language. And it could be harmful to him. Imagine if another worker reads this and says to him, so you and your gang ... and he's going to go whoa, whoa ... imagine if he was coerced into it?</p> <p>Yeah he's going to feel hurt, he's going to feel not listened to.</p>

<p><b>(Youth Worker):</b> <i>(hesitant and a bit annoyed)</i> Erm...I'm not sure...</p>	<p>There's some genuine nice professionals out there...there could be two or three nice people in the panel but then they're overshadowed by everybody else because they're just not thinking with their heads!</p>
<p><b>(Youth Intervention Officer):</b> Did you catch their names? Or can you remember what they looked like?</p>	<p>She's interrogating Dana like it was a crime... 🤖</p> <p>It feels like she's trying to get convictions rather than worrying for Kyle or the other children's safety.</p>
<p><b>(Youth Worker):</b> <i>(uncomfortable and sounding nervous)</i> Uhmm I wouldn't be comfortable sharing this...I feel like we've developed a good relationship...Kyle is beginning to trust me. I wouldn't want to break this trust...</p>	<p>it's good that Dana said, no, I'm not going to tell you, like this is completely intrusive, completely invasive, like not my place to tell you at all</p> <p>She's right. It's not relevant. There's no current crime investigation that warrants this kind of snooping....I'm glad she stood her ground. 🤝</p> <p>Yeah...Dana could have done more but then I feel like that meeting wasn't the right environment to do that...</p> <p>she tried but she was completely overlooked</p> <p>I feel like she really is the only one that actually gives a shit. Trudy gives a shit about this person. Unfortunately, I'm not surprised in the slightest 😞</p>
<p><b>(Chair):</b> <i>(speaking quickly in a detached, matter-of-fact manner, as she is reading her notes on her screen)</i> So let's recap here, I'm mindful of time, and we need to move on to the next case. It sounds like there's been some positive developments with Kyle. He's making wiser choices saying he wants to dissociate himself from his old network and he's engaging with youth provision.</p>	<p>She's rushing along. Just gave a summary of what they spoke about, not any next steps...</p>



<p>There are possible threats of retaliation which are concerning and impacting Kyle's mental health – Helen is going to explore CAMHS provision with him. When is he turning 18?</p>	<p>These threats are not 'concerning', they are very real!!! 😡😱</p> <p>I hate the fact that this meeting has been taken on what can Kyle do to keep himself safe?</p> <p>Yeah you're the professionals, what should you be doing to keep him safe? Because he's doing everything he can, he's attending the meetings, yet he still feels unsafe.</p> <p>like say if he gets stabbed, has Kyle put himself in that danger? Mm, no, OK????! 😞</p>
<p><b>(Social Worker):</b> Let me check...month after next.</p>	<p>when they asked about when he's 18...🙄...if you saw my face...</p>
<p><b>(Chair):</b> Ah right. Well obviously we are quite limited then as he will be 18 soon. Helen, I will update the plan to say that you will work with Kyle on keeping himself safe and looking at the dangers he is putting himself in. And you will explore a referral to CAMHS. Any new information please send that through following the multi-agency information sharing protocol (<i>video fades out</i>).</p>	<p>there's a rush to end his support, to move on.</p> <p>the fact that he's turning 18 soon should have been discussed at the beginning. How those transitions are going to be managed and supported. I don't know why they're discussing a CAMHS referral when he's turning eighteen in less than a couple of months???</p> <p>I would have liked to have seen some action points, I would have liked to have seen just something more really at the end, rather than just a summary of OK, so this is what we've spoken about and that's it. ❤️</p>
<p>End of video</p>	<p>the panel was disgusting, absolutely disgusting.</p>

yeah, the language was just disgusting. It went from passive aggressive to less passive towards the end of the meeting

Kyle should be infuriated that they've actually just sat there and just spoke about him like ... like ... literally like he's just a name on a piece of paper

I feel like I want to cry for Kyle 💔

And he's not even real!

I know, but he is, he's real and he's all of the young people, the children that don't get the support they need