



Children's Experiences with The New Service in Oxfordshire Children Social Care

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Abstract

The Family Safeguarding Practice (FSP) model introduced in 2020 in Oxfordshire aims to improve outcomes for children and families involved with children's social services. Our study is based on interviews of 10 children engaged with the Oxfordshire Children's Social Service (OCSS) and investigates their experience of the service and how it has changed since the introduction of the FSP model. We have used thematic analysis to code the interviews and derive overarching themes and subthemes.

Children were highly sensitive to the differences among social workers. They found the workers under FSP are more effective communicators, better listeners and kinder. Additionally, they valued social workers who communicate clearly, co-create plans with them and listen to their opinions. Children see a lot of benefit in having more support for their parents, which leads to improved outcomes for the whole family.

Majority of the evaluations of new models in childcare services rely on feedback from staff and parents and rarely consider children's experiences. Thus, we find that children provide crucial insights into social services and can help improve service users' experiences. In addition, when FSP is implemented well children can notice and appreciate the difference.

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