

The information in this leaflet is based on the principles of what happens at a child protection meeting which can be found in the Isle Of Man Safeguarding Children Procedures at

[www.isleofmanscb.im](http://www.isleofmanscb.im)

If you have any queries about how you can be supported please contact

- Your social worker
- Your advocate
- Children and Families General Duty Team (686179)

### Your opinion matters

We aim to provide the best possible service to the children, young people and families we work with. However, if at any time you feel you or your child or young person is not treated fairly you have the right to make a complaint. Equally, we would like to hear your feedback or suggestions so we can better help others in the future. Please see our **Getting Things Right leaflet** for further information on making a comment about our service or a complaint, which you should have been provided with by the social

***Giving every child the best possible opportunities in life***

### Useful phone numbers and websites:

**Social Worker:**

**Telephone No:**

**Initial Response Team:**

**Department of Health and Social Care,  
Children and Families,  
2nd Floor, Murray House,  
Mount Havelock, Douglas  
Telephone: 686181  
Email: [Childcarereferrals.dsc@gov.im](mailto:Childcarereferrals.dsc@gov.im)**

**Care Management Teams:**

**Department of Health and Social Care,  
Children and Families,  
2nd Floor, Murray House,  
Mount Havelock, Douglas  
Isle of Man. IM1 2SF  
Telephone: 686470 / 686160**

**Department of Health and Social Care -  
Children and Families:**

**[www.gov.im/categories/caring-and-support/children-and-families/](http://www.gov.im/categories/caring-and-support/children-and-families/)**

**Safeguarding Children Board:**

**[www.isleofmanscb.im](http://www.isleofmanscb.im)**

The information in this leaflet can be provided in large print or audio tape on request



**Isle of Man  
Government**

*Reiltys Ellan Vannin*

Published August 2016

**Department of Health and Social Care  
Rheynn Slaynt as Kiarail y Theay**

# The Role of Supporter

**Information for  
Parents/Carers**

## Introduction

When Children's Services are involved with your family, it can be upsetting so, you may want to ask a friend or someone to support you at meetings or appointments. Just let us know.

The arrangements are different if it is a legal matter or you need to be represented because of a disability, learning difficulty or severe mental health diagnosis.

You do not have a legal right to have a supporter but case law has set a principle that parents should be allowed to be supported provided the supporter does not undermine the purpose of the meeting or stop the service carrying out its duty. The arrangements for your child to be supported or represented are different so please ask about this.

## Professionals as supporters

Sometimes you may ask your legal advocate, or advisor in a charity or voluntary organization to be your supporter. When this happens the person chairing or responsible for the meeting will make it clear what their role is, and they cannot use any other title other than supporter in that meeting. You should always be told if you need to be legally represented.

## What is expected

### Your supporter can:

1. Help you prepare what you want to say, which may include writing down questions you want to ask.
2. Remind you of anything you have forgotten during the meeting.
3. Help you to keep calm and focussed on what is being discussed, this includes asking for a break if you need one.
4. Help you remember what was said after the meeting has finished.
5. Help you understand how you can complain if you need to.

### Please note...

1. Your supporter will not take part in the meeting and should not say things that haven't been agreed with you, but you can ask for time to discuss with your supporter, out of the meeting before you speak.
2. Your supporter won't be asked to make or take part in any decisions that are made, or be there for any part of the meeting when you are not there.
3. Your supporter will not be given minutes or notes of the meeting. These will always be sent to you but you can share them if you want to.

## We advise you ask and be sure that your supporter :

1. Respects your confidentiality and not share what they know with anyone without your consent.
2. Agree to the expectations on the previous page and conduct and behave themselves respectfully or the person holding the meeting can ask them to leave and exclude them or cancel the meeting which may be upsetting for you.
3. Respect the role and duty of the chair or person conducting the meeting.

## The person holding the meeting must:

- Respect your confidentiality and will not discuss anything directly with your supporter, or give them information the service has. (Even if you ask us to we won't do that- only you can choose to do that.)
- Explain the reasons why they have refused your supporter to be present, and consider cancelling the meeting if you want to find someone else.
- Observe the Data Protection Principles