

Resource title: *Service User Perspectives on Good Practice*

Video Transcript

Clip 1

Don't judge a book by it's cover because, we are all the same people really. Just because we've got different qualifications, people like me on low income and they've got more money then us, it doesn't mean to say that when they were little they had the same problem as us.

Clip 2

When you go and see someone you have to have a smile, because it makes the person you are seeing a whole lot better in theirselves (sic) even though that person may have had a hellish day, and you might have had a hellish day, but, when you go and see someone, you just, when they open the door to you, you greet them with a smile because that is the most important thing in the whole wide world.

Clip 3

Understand the level of fear that families have when they are approached by social workers. Understand that if people are protective of themselves, angry, apprehensive, it is probably because of previous experience.

Clip 4

I'll just say talk to me in a way that you would talk to your manager or your boss, or, other rich people, don't look down at me and think, here is another poor one, gonna have to take her child in to care now.

Clip 5

There was one person, one manager, who, he said one thing because at that time I'd lost all confidence and self esteem, I could not, I was a wreck, I did not know how to even decide what to make for the kid's tea. I couldn't make one simple decision. This man who I won't forget, mind you he's not perfect but I was grateful for what happened at the time, he said, 'Oh you can do anything if you want to, you're fine, you know, you can achieve what you want' and I started to think, it immediately affected how I felt about me, about my self and my self as a parent.

Clip 6

With my housing I don't think they've done enough what they are supposed to, like I had no help with things like contacting the housing, there are certain things, there are certain things I can't do, I've got learning difficulties so

there are certain things I couldn't go and do like writing a letter, I think help like that, I could have got more help with doing that, someone phoning the housing on my behalf and stuff like that.

Conclusion:

Huge difference. You may not have any more money but if you are allowed to have your dignity and your pride, if you feel respected by others around you Then, you can cope with things better.

If you are terrified that everything you do, every little thing you do wrong, you are going to be judged on and going to be thought less of a person for, then you are going to make big mistakes, you are going to panic all the time or you are going to shut out services that can help you.

If you know you can approach those services and be treated respectfully and not feel humiliated, you have your dignity intact, it helps you to cope and it means that the next time there is a crisis you are more likely to go back. That is the thing, if someone is treated really badly they will fight off services, resist services no matter how much they need them. If they feel they are going to be treated with respect they will go back when they need it and that is how we protect our children, by going to where the services are, getting what we need. If we are frightened of the services, if we are scared of them, we don't go.