

**Agency name:**

**Date completed:**

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| **Wish** | **Agency Commitment** | **Agency Update**What’s changed? Have your plans worked? If you haven’t started, how do you plan to achieve this? How can you tell this has made a difference to young people? |
| **WISH 1**We’d like professionals to be easier to contact. | We will make sure that all adults have a telephone number and an online way of being contacted, such as email, social media or text. |  |
| **WISH 2**We’d like professionals to try and keep appointments with us and try not to be late. It’s ok for you to be late but it’s not ok for us to be. | We will make sure that all adults to their best to keep agreed appointments and not be late. If they are delayed or staff are sick we will contact you, as soon as possible, to say sorry and find a good time to meet again. |  |
| **WISH 3**We’d like professionals to all be properly trained – and for young people to be involved in their training wherever possible. We’re the best people to train them. | We will make sure that adults who work with children and young people are properly trained to meet national standards. We will involve children and young people in this training as much as we can. |  |
| **WISH 4**We’d like professionals to ask us what we need – and not to assume things. | We will ask you if you understand what is happening. We will ask how we can help you. |  |
| **WISH 5**We’d like professionals to do what they say they are going to do, to listen to us and fight for us. | We will listen to you all the time, tell you what we are going to do, and make sure that you are safe. |   |
| **WISH 6**We’d like professionals to speak to us in words we understand – safeguarding is one of your words not one of ours. | Safeguarding means “keeping you safe”. We will talk with you and ask if any words we use are not clear. |  |
| **WISH 7**We’d like professionals to reassure us something is being done and how long it’s likely to take – we do understand that things can’t always be done immediately. | We will always tell you what we are going to do, when it will start and how long it should take. If anything changes, we will tell you as soon as possible. |  |
| **WISH 8**We’d like professionals not to ask us stuff in front of other people (like foster carers) – it can sometimes be really hard to talk and say what we really need to say. | When it is safe to do so, we will give children and young people the chance to talk about themselves on their own. |  |
| **WISH 9**We’d like professionals to actually ask us ‘do you feel safe?’ (all of the young people asked said they had never been asked this by any professional). | We will make sure that all adults ask you, “Do you feel safe?” |  |
| **WISH 10**We’d like professionals to respect us and what we feel. We might appear safe, but if we don’t feel safe that’s important. | We will ask all adults to show you respect by meeting all of your ten wishes, and treating you fairly at all times. |   |