

How can we make multi-agency work in
the arena of child trafficking
more effective?



Sharing our experience

Practitioner-led research 2008-2009

PLR0809/034



This report is part of CWDC's Practitioner-Led Research (PLR) programme. Now in its third year, the programme gives practitioners the opportunity to explore, describe and evaluate ways in which services are currently being delivered within the children's workforce.

Working alongside mentors from Making Research Count (MRC), practitioners design and conduct their own small-scale research and then produce a report which is centred around the delivery of Integrated Working.

The reports are used to improve ways of working, recognise success and provide examples of good practice.

This year, 41 teams of practitioners completed projects in a number of areas including:

- Adoption
- Bullying
- CAF
- Child trafficking
- Disability
- Early Years
- Education Support
- Parenting
- Participation
- Social care
- Social work
- Travellers
- Youth

The reports have provided valuable insights into the children and young people's workforce, and the issues and challenges practitioners and service users face when working in an integrated environment. This will help to further inform workforce development throughout England.

This practitioner-led research project builds on the views and experiences of the individual projects and should not be considered the opinions and policies of CWDC.

How can we make multi-agency work in the arena of child trafficking more effective?

Bridget Burgoyne – NSPCC – National Child Trafficking Advice and Information Line

Abstract

How can we make multi-agency work in the arena of child trafficking more effective?

The National Society for the Prevention of Cruelty to Children (NSPCC) National Child Trafficking Advice and Information Line has a remit to offer consultation to professionals regarding best practice in response to young people who may have been trafficked. The research was based within this NSPCC team and focused upon obtaining the experiences of workers from a variety of disciplines and the discussion of any issues around multi-agency working that they raised.

This is a qualitative study involving face to face interviews with 17 professionals from six different disciplines and 14 different services. This was to gain the participants' views on their experiences and to establish themes, eg whether there were shared frustrations or whether a positive experience was such for a similar reason.

Themes in the following areas were identified and discussed:

- roles
- tension
- responsibility
- referrals
- resources
- learning
- definitions
- discrimination
- communication
- interpretation of Young People's Accounts.

For the purposes of clarity, only three recommendations are made. It is hoped that these will be applicable to other areas of social work. The needs of different service user groups may vary but the process of multi-agency working and its ultimate outcome to safeguard and promote their welfare remain the same.

Recommendations were made regarding issues to be addressed in future research, a 'safe space' for workers and awareness raising around multi-disciplinary practice and child trafficking.

TABLE OF CONTENTS

Abstract

CHAPTER I – Introduction

CHAPTER II - Aims of the Project

CHAPTER III - Context

CHAPTER IV – Methodology

CHAPTER V – Findings

CHAPTER VI - Implications for Practice

CHAPTER V – Conclusion

REFERENCES

APPENDIX

The aim of the research

The aim of this practitioner led research is to establish ways multi-agency work in the arena of trafficking can be made more effective.

The relevance of the research

I am a social worker employed by the NSPCC National Child Trafficking Advice and Information Line (CTAIL). We are funded by the Home Office and Comic Relief. Our remit is to offer consultation to professionals regarding best practice in response to young people who may have been trafficked. This research topic relates directly to our experience of practice. In addition to being aware of positive experiences of multi-agency working, we are aware of examples of work that have caused workers from a variety of disciplines to articulate concern about their own stress levels and the difficulties in the process that have inevitably impacted upon the young persons concerned.

The focus of this study is to identify the experiences of workers from a variety of disciplines and to discuss any issues around multi-agency working that arise from the experiences. For the purposes of clarity, only three recommendations will be made. It is hoped that these will be applicable to other areas of social work. The needs of different service user groups may vary but the process of multi-agency working and its ultimate outcome to safeguard and promote their welfare remain the same.

Definitions

What is child trafficking?

The definition that our service uses is based on the Palermo Protocol¹ which itself is cited in the government's guidance concerned with child trafficking:

'It is the movement of a child under 18 years for the purpose of exploitation. This includes Sexual Exploitation, Forced Marriage, Forced Labour, Domestic Servitude, Benefit Fraud, Moving Drugs and Removal of Organs.'

What is Multi-Agency Working?

It was clear from the questions I asked, that all participants had the same understanding of the term 'multi-agency working'. Put simplistically, it means, agencies from a variety of disciplines working together in the best interests of the child.

¹ Article 3 of the Palermo Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, Supplementing the United Nations Convention Against Transnational Organized Crime to the UN Convention (2000) (ratified by the UK on 6 February 2006).

Policy review

CTAIL concurs with the government's guidance document *Working Together to Safeguard Children who May have been Trafficked*, which confirms that child trafficking is a child protection issue, defines child trafficking and discusses the appropriate multi-agency response (HM Government 2007). CTAIL are clear that child trafficking is a child protection issue. We refer to a raft of other UK guidelines, legislation and policy. This includes the Children Acts 1989 and 2004, *Working Together to Safeguard Children, Every Child Matters: Change for Children* (2004), in addition to the London Toolkit for Safeguarding Trafficked Children (2009).

The Every Child Matters agenda stresses the importance of agencies working together to safeguard children and sought to address the failings in multi-agency working identified by Lord Laming in his report (Laming 2003) following the death of Victoria Climbié. The recommendations and observations in this report are significant to the work that we undertake in our service. Victoria came into the country on a false passport to live with an aunt whose presentation as her mother was accepted by agencies, but it was this aunt who abused and killed her. Certainly the life her parents hoped she was leading in the UK was very different from her reality.

Legislation was passed in January 2009 that brings the Borders Agency in line with the responsibilities stated in Section 11 of the Children Act.

There is much literature and guidance to tell practitioners why we should be working together, and which, in turn, addresses the devastating outcomes for young people if we do not. There is comparatively less that addresses the complex dynamics of working together from a practitioner perspective and which focuses on the lived realities of day-to-day interaction and practice.

Methodology

This is a qualitative study involving 18 professionals from six different disciplines and 14 different services. The interviews were face to face and semi-structured. This was to gain the participants' views on their experiences and to establish themes, eg whether there were shared frustrations, or whether a positive experience was such for a similar reason.

Sample used

Professionals whose work took them into contact with young people who may have been trafficked, or issues related to trafficking, were approached. Eighteen agreed to take part. To retain confidentiality for those involved, only basic information about the agencies or the area of involvement is given. For reasons of confidentiality, the geographical area the professionals operate within is not disclosed, however it will be in England or Scotland.

Agency/area of involvement	Level	Number of people
Children's services	Senior	2
Children's services	Practitioner	2
Police	Senior	1
Police	Practitioner	3
Borders Agency	Senior	1
Borders Agency	Practitioner	1
NGO	Senior	2
NGO	Practitioner	1
Statutory policy	Senior	3
Community worker	Practitioner	2

The consent form, aims, and questions asked can be found in Appendices 3, 4 and 5.

Ethical considerations

- The BASW code of ethics and the NSPCC code of ethics for undertaking research were adhered to and a copy given to all participants.
- The Local Authority Research Governance Framework was complied with.
- Consent forms were given to participants with the confidentiality process clearly explained.
- The research proposal was approved by the NSPCC Research Ethics Panel
- Due to this being a small sample quotes have not been attributed to any profession; however, to ensure that this is a balanced process quotes are used from across all of the agencies.

Limitations of study

- With the time constraints only specific agencies could be approached (see Appendix).
- The sample of those interviewed is not 'balanced'. There are more senior workers than practitioners, although these are involved in 'direct work'. There are more from the police than other agencies. This is entirely a result of the category of individuals who agreed to take part.

- Strategic policy-makers are included alongside practitioners. In some respects their roles are different; however, they still work with other professionals.
- Over half of those interviewed made comments which they later withdrew; the wishes of these individuals have been respected and the comments are omitted.
- Being aware that I may have to work with some of the participants again, and that they may have to work with each other, this report is 'neutral'. With this in mind, particular case studies, or the names of agencies that have caused frustrations are not included.
- Unfortunately, participants in Wales were unable to take part, and due to time constraints agencies based in Northern Ireland and the Channel Islands could not be approached for inclusion.
- Word count has been a consideration and has resulted in the omission of a literature review. It has also limited the amount of analysis and discussion possible with reference to the findings.

Findings

Positive experiences

Participants were asked to consider a piece of multi-agency work that they were involved in that was positive. It did not have to be concerned with child trafficking, although 16 participants chose this focus.

- A sense of equality and a lack of hierarchy were remarked upon by five participants as a reason why the experience cited was a positive one for them.
- Eight participants attributed this piece of work to the attitude and personalities of the individuals involved, which is slightly concerning as it implies that without this bond relationships can be harder to establish.
- Ten participants commented on the agendas of others being 'open' and 'transparent', which they found helpful.
- Ten participants stated that they felt safe enough to get advice and information from other agencies about relevant issues, which had a positive impact upon future work as relationships remained constructive.
- Fourteen participants stated they felt that agencies had a clear understanding of their remits. The same number felt that there was an exchange of knowledge about remits between those involved, which led to greater understanding and thus a collective holistic response to service users.
- All professionals commented on there being good communication between agencies. This manifested itself in different ways but included regular updates, the sharing of information and having their views listened to.

- There was further absolute consensus around the unifying impact of there being a shared objective to work towards, be this a young person or a policy issue.

Strengths and benefits

Interviewees were asked to consider the strengths and benefits of multi-agency working, with the focus being entirely on child trafficking and multi-agency working.

- One participant did not want to give a detailed response but said:

‘If all agencies are transparent in their ways then strengths and benefits will automatically shine through for young people.’

- Four participants felt resources could be shared and the same number felt that when good working relationships are forged, professionals, regardless of their agency, can give each other support, because in the words of one worker

‘it’s horrendous really, children being trafficked...those cases aren’t easy’.

- Eight professionals felt that when they had shared the same view as in other agencies this had led to them ‘joining forces’ to influence and advocate on behalf of young people.
- Seventeen workers said that it was a strength to have agencies with specialist expertise about child trafficking that they can consult. Ten participants added the condition that this would only carry on being a strength if it continued to be undertaken with mutual respect.
- Clearly, agencies have different powers and remits and subsequently practice is embedded in a different knowledge base. Fifteen participants felt that when this was combined it provided a holistic response to safeguarding young people with reference to both strategy and policy, as well as in practice through building protection plans and packages of care for young people. The views of 11 participants with reference to the construction of this process can be summed up by one who stated that it should happen

‘in the context of respecting each others skills and experience and not competing, with the full focus being on the same aim’.

There are huge strengths and benefits to be gained from working together, most of which are reflected in the participants’ positive experiences of multi-agency working. All were aware of the government guidance enforcing this approach; however, in addition to this, their own practice experience had also led them to conclude that this was good practice. Those taking part were then asked to reflect upon the difficulties that they had experienced.

Frustrations and difficulties

This section of the report focuses on the difficulties experienced by workers when involved in multi-agency working with young people who may have been trafficked. Although agencies are generally not named, with respect to two issues this was unavoidable.

1. *Roles*

- Seven participants felt that some workers were confused about their own roles and became involved with issues that weren't in their remit.
- Fifteen participants felt that other agencies didn't understand their role and the remit of their agency, which led to unrealistic or false expectations.

'workers get caught up in other people's roles sometimes and don't do their jobs...the more you get experienced in what the other agency does the more you tend to have an opinion on it – it shouldn't be, but maybe that's human nature?'

Summary: An understanding of each other's roles is necessary but only when accompanied by clear knowledge of your own role and how they all fit together.

2. *Tension*

- Five people discussed tensions brought about by individual personalities in agencies.
- Six people felt that there was a 'natural tension' present due to the sometimes conflicting agendas of agencies.

'be your own expert, people consumed with their own expertise that won't hear other people...undue deference is paid to some agencies at the expense of others and this doesn't lead to good outcomes for young people.'

- The two children's services managers interviewed stated that professionals from other agencies sometimes 'offload' their anxieties or project their frustrations onto local authority social workers.

Summary: Sometimes there can be a 'natural tension' between agencies; for example, the agenda of the Borders Agency might be different to a voluntary sector organization in terms of an outcome for a young person, but this differs from tensions between individuals.

3. *Responsibility*

- Four participants commented on their frustrations when agencies who do not have responsibility for young people and the potential outcomes of decisions tell them 'how to do' their job.
- Eight participants expressed frustration that their powers only allowed them to refer child protection concerns rather than act on them in situations when they do not feel they are being heard.

Summary: People have different views about child protection and young people. Reasons for this are varied; they can include issues discussed in this report, such as resources, varying interpretations of risk and a lack of understanding about people's roles.

4. *Referrals*

- Eight participants commented on an inconsistency around thresholds and risk from different departments of some agencies. Three of them put successful referrals down to the attitude of individuals.
- Nine participants commented on the time taken up by local authorities discussing who is geographically responsible when a young person could be seen to have a link with more than one area.

'I don't care whose responsibility it is...I couldn't care less...I am just worried about the child and want to make a referral.'

'Surely they are all supposed to work to the same agenda.'

- Five participants felt that the structures in organizations inhibited practice and perhaps some workers would, on an individual level, share concerns but were not able to act on them.
- In situations of conflict around referrals, 14 participants stated they would negotiate with front-line professionals and 11 stated that if this was not effective they would speak to senior staff members. Eight participants said they would stress the agency's responsibilities and the possible consequences for them of not acting appropriately.

Summary: It was felt that agencies need to be consistent in their interpretation of risk; also, that thresholds between departments, in what is ultimately the same organization, should not differ.

5. *Resources*

- Lack of resources was cited by 16 participants as creating frustration around agencies working together.

6. *Learning*

- Four participants felt some workers in agencies were aware of the concept of child trafficking but felt it was a specialism and were intimidated by it.
- Six participants felt that some agencies had little awareness of trafficking and this caused frustrations and difficulties as it led to what they perceived to be an inadequate safeguarding response.

'You don't know what you don't know.'

'Some workers have said they find it difficult to comprehend.'

'It's not seen as child protection, it's seen as something else, something different, a specialism to be avoided by professionals.'

Summary: A lack of awareness and a 'fear' of being more aware are seen as issues.

7. *Definitions*

- Six participants said there was confusion around terminology. Two participants discussed cases and stated that they weren't trafficking but were smuggling because there was no exploitation. Another worker said

'People under 18 brought to the UK will always be a trafficking victim, that will differ from other agencies but that is my understanding.'

Summary: There is a lack of cohesion around definition; however, all were clear that young people should be assessed in the context of child protection and vulnerability.

8. *Discrimination*

This is a sensitive topic upon which professionals reflected on their experiences. To discuss this issue properly it should be undertaken at length in a context which would include further research around the complexities of practice that would make evidenced comparisons with indigenous children.

Nine professionals were clear that they felt migrant and asylum-seeking children did not receive the same level of safeguarding and the same welfare response as indigenous children. These views were a response to more than one agency.

'it is my own personal view that there is not enough protection afforded to asylum-seeking children...it's like it was for indigenous children twenty years ago...'

'I think they are in a category that takes them out of the Every Child Matters agenda because I don't believe that they do matter as much as indigenous children do and it's very wrong.'

'Migrant children get a lesser service...'

'That would not happen to indigenous children, it just would not happen.'

Summary: These workers feel that the young people this study is focused on are discriminated against and this can cause difficulties when working with other agencies in terms of a lack of shared values and outcomes for young people.

9. *Communication*

- Three workers commented on the need for a safe place for workers to go when they felt 'uncertain' about practice so they could reflect and receive support and advice. One worker described a case [she/he was involved in:

'In respect of multi-agency working I feel from day one it hasn't worked and I don't know why that is, I just don't know. I wish I did.'

- Four participants stated that on occasions they didn't know which other agencies were involved with a service user they were responsible for until the young person informed them; neither did they know what work was being

undertaken. One worker described a young person's frustration at having several agencies all duplicating work and the amount of time it took [her/him] to meet with them all. Another worker stated:

'the agencies might be meeting the young person's needs but I don't know because nobody is telling me...'

Summary: Some workers felt communication could be improved and the ultimate outcome would be that the package of care offered to young people would benefit as a result of this.

10. *Interpretation of Accounts*

- Eight participants commented on the pivotal role played by interpreters and the reliance placed on them to interpret the communication between a young person and agencies accurately.
- One frustration for workers was the amount of times young people have to give an account of their experience of being trafficked to various different agencies. Ten participants commented on this and six expressed concerns at the conclusions some workers come to when a young person's account of events varied. They all felt that this process and its possible outcomes went against the safeguarding agenda.

'These young people are meant to pull out such powers of recall for events that happened when they were traumatized, when they were being forced to do things that they didn't want to do and then they are supposed to give details that would be impossible for anybody to come up with. I find that incredible.'

'To do that over and over to a child who has told their story is just horrendous...we know it is normal for victims accounts to change.'

'Credibility is questioned but these are children, this is normal.'

'Overlapping and identical questions are given...if it doesn't lead to trauma it leads to a numbing, a bruising of their ability to feel listened to and whatever chance they have of trusting that people have listened and will speak to others is diminished with every repetition.'

Summary: This frustration could, in part, be a result of the attitude of individual workers but also perhaps because of the sometimes conflicting agendas of agencies. It shows some workers feel they have more knowledge than others about victim responses and this could, to some degree, be agency specific. Certainly it would indicate that workers feel a 'joined-up response' to speaking to young people would be more appropriate.

Individual feelings around multi-agency working

Workers were asked to reflect upon their involvement in multi-agency working where they felt the process and outcomes were positive, and where perceived to be negative. They were asked to express their 'feelings' around this.

- All articulated positive personal feelings when this process was successful and all commented on it leading to positive outcomes for young people.
- When involved in 'negative' experiences, 14 participants stated that they did struggle not to 'make it personal' and disclosed feelings that included frustration, burn out, despair, confusion and stress. A negative experience with an individual from another agency would be a concern the next time they had to deal with that agency.

'It is real, it may be unacceptable but it's real.'

One person said it only increased feelings of strength to

'come in fighting next time...'

Two participants said it did not affect them but this was because they had developed sturdy coping mechanisms and had learnt to view 'conflict' in the context of their job. One person said it did not affect them at all.

Case studies

Please see appendix.

Workers were asked to consider two fictionalized case studies to establish whether there was a similarity with reference to concerns. All had concerns around the same issues and all would want the young people accommodated while full assessments were undertaken. Views differed to some degree around private fostering and long-terms plans. One worker was concerned for the young woman in case study two but did not realize it was a potential trafficking situation; all the others were clear about the risks for both that indicate that there could be trafficking concerns. It is clear that the initial Child Protection Responses in these scenarios were unified, although comments made in this report would indicate this isn't always the case in practice.

Conclusion

All participants were clear that their priority was to safeguard young people who may have been trafficked and to promote their welfare. Ineffective multi-agency working makes this task harder. Reference has been made to the lack of available resources, so it is worth considering that it is also expensive (for example, how much more cost-effective would it be if young people weren't asked the same questions by

an array of different people, or if work wasn't duplicated). It is clear that it can also cause professionals to feel stressed not only due to negative personal work interactions but also because of the extra work and pressure involved in having to negotiate the interconnected issues discussed in this report.

The focus of this study was around making multi-agency work more effective; however, it is important to note that all participants were able to discuss pieces of work which were both positive for them and had good outcomes for young people. As participant remarked:

'The working relationships between agencies has improved so much in the last ten years...'

Recommendations

Many recommendations could be made as a result of this report. For purposes of clarity, three are discussed here. It is hoped they might be useful in all arenas where multi-agency work is undertaken.

1. Awareness raising with multi-disciplinary groups of workers is undertaken around the potential dynamics involved in multi-agency working. This would discuss theory, historical context and government guidance and legislation. It would also focus on agencies' agendas and cover the day-to-day realities of human interaction. The following would be included.
 - Awareness raising around different areas of concern (in this case child trafficking)
 - A clear understanding of the roles and remits of other agencies, this includes voluntary and statutory agencies.
 - A clear understanding of practitioners' own roles
 - Conflict management through role play and real-life case study discussion that predicts the potential conflict situations that could occur and discusses appropriate reactions. This would also normalize the emotions that workers might feel and apply coping mechanisms shared by other practitioners to support them with these. It is envisaged this will have its roots in cognitive behavioural therapy, task centred practice, 'problem-solving' or solution focused brief therapy.
 - Awareness of possible discrimination towards the relevant service user group and how this can manifest itself in practice.
 - Discussion around communication skills
 - An analysis of examples of effective multi-agency working and the dynamics involved.
 - Service users' views being gained regarding the impact that multi-agency working has had on them.

Practitioner's awareness of remit is embedded in practice which itself is ongoing, so it is envisaged that this is a piece of informal training that

practitioners would undertake regularly. It could also be used as a space to discuss difficulties and consider assumptions that agencies can develop about each other.

2. In recognition of the demands of day-to-day practice and the process of utilizing theory and knowledge when undertaking this, a 'safe space' should be created for workers to receive support and reflect on practice. This could involve consulting with those who have more experience in certain areas and it could take the form of face to face work discussion groups or it could be a virtual on-line forum. It is hoped that these issues would also be discussed in formal supervision.
3. This study has revealed that there are numerous issues that need to be discussed. Further work could also be undertaken which would include discussing private fostering, the role of interpreters, analysing varying interpretations of risk and subsequent thresholds within the same 'agency' and the reasons for this disparity. There is value in linking this back to government guidelines with emphasis being placed on the Laming Report. My third recommendation is that this is undertaken.

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Appendix 1 BASW Code of Ethics

4.4.4 Research BASW CODE OF ETHICS

In applying the general provisions of this Code, social workers engaged in research will observe the following specific ethical responsibilities.

At all stages of the research process, from inception and resourcing through design and investigation to dissemination, social work researchers have a duty to maintain an active, personal and disciplined ethical awareness and to take practical and moral responsibility for their work.

The aims and process of social work research, including choice of methodology, and the use made of findings, will be congruent with the social work values of respect for human dignity and worth and commitment to social justice. Social work researchers will therefore:

- Predicate their work on the perspectives and lived experience of the research subject except where this is not appropriate;
- Seek to ensure that the research in which they are engaged contributes to empowering service users, to promoting their welfare and to improving their access to economic and social resources;
- Seek to work together with disempowered groups, individuals and communities to devise, articulate and achieve research agendas which respect fundamental human rights and aim towards social justice;
- Retain a primary concern for the welfare of research subjects and actively protect them from harm, particularly those who are disadvantaged, vulnerable or oppressed or have exceptional needs;
- Consider and set out clearly how they would deal with the ascertainable consequences of proposed research activity for service users, in order to ensure that their legitimate interests are not unwarrantably compromised or prejudiced by the proposed investigation;
- Not use procedures involving concealment except where no alternative strategy is feasible, where no harm to the research subject can be foreseen and where the greater good is self-evidently served.
- In accordance with their duty of competence, social work researchers will, in their chosen methodology and in every other aspect of their research, ensure that they are technically competent to carry out the particular investigation to a high standard. Where research is carried out primarily as an educational or instructional tool, this responsibility also falls on the student's supervisor.
- In accordance with their duty of integrity, social work researchers have a duty to:
 - deal openly and fairly with every participant in the research process, including participants, service users, colleagues, funders and employers;
 - inform every participant of all features of the research which might be expected to influence willingness to participate, especially but not

- exclusively when access to services may be, or be perceived to be, affected by or dependent on participation;
- in all cases respect participants' absolute right to decline to take part in or to withdraw from the research programme, with special attention to situations in which the researcher is in any way in authority over the participant;
 - ensure that subjects' participation in a programme is based on freely given, informed and acknowledged consent, secured through the use of language or other appropriate means of communication readily comprehensible to the research subject, conveying an adequate explanation of the purpose of the research and the procedures to be followed;
 - seek to exclude from their work any unacknowledged bias;
 - report findings accurately, avoiding distortion whether by omission or otherwise, including any findings which reflect unfavourably on any influential body or research sponsor, on the researcher's own interests or on prevailing wisdom or orthodox opinion;
 - seek to ensure that their findings are not misused or misrepresented;
 - acknowledge when publishing findings the part played by all participants and never take credit for the work of others.

In accordance with their duty of confidentiality, social work researchers will respect and maintain the confidentiality of all data or information produced in the course of their research, except as agreed in advance with participants (including research subjects) or as prescribed by law.

Appendix 2 NSPCC approach to ethics

Key principles

The key principles guiding the NSPCC approach to ethics are as follows:

1. **Justifiability** the research should be worthwhile and necessary. Those who propose the research should be able to show that the study will add new knowledge and not simply replicate research that already exists. The value of the new knowledge gained should outweigh the potential disruption and inconvenience caused to those involved in the research.

2. **Informed consent** - those involved in research directly as participants or researchers or indirectly (e.g. as in research on case notes) should understand what the research involves, how it might affect them and be able to give or to withdraw at any time their consent. Consent should be negotiated appropriately with regard to the age and understanding of those involved.

3. **Confidentiality** - the privacy of participants should be respected in all cases except when there are child protection concerns. Further guidance on confidentiality when working with children and young people can be found in Helen Evans (2006) A Review of the Literature on Confidentiality in the Context of Child Protection and the Impact of Confidentiality on Children and Young People Accessing and Receiving Help London : NSPCC

4. **Voluntary participation** - participants in research and children and young people recruited as researchers should be able to take part voluntarily and should not be pressurised, obliged or subject to any coercion.

5. **Avoidance of harm** - research activity should avoid any harm arising from the research towards participants, researchers and those less directly affected. The possibility of harm should be monitored before, during and after the research. Researchers have a responsibility to assist participants who may have been distressed. All research must be compliant with the NSPCC child protection policy and researchers should be aware of procedures. Researchers should not be exploited nor harmed by research activity.

6. Mindful of the specific needs and rights of children and young people.

Research should avoid prejudice, stereotyping, excluding and discriminating against children and young people (UNCRC, Art. 2). Age-appropriate research methods should be used that allow children and young people to participate and to express their views (UNCRC, Art. 12 & 13).

7. Integrity - research should maintain appropriate standards of rigour, quality and integrity of design, implementation and dissemination and should not be biased.

Conflicts of interest should be declared. (See ESRC guidance listed below)

Researchers should have the relevant expertise and training needed to conduct the research.

8. Governance - research activity should be well managed. There should be clear procedures for review and monitoring to ensure the quality, validity and ethical compliance of research activity.

Appendix 3 Consent form

Fresh start

The NSPCC centre for action on
child sexual abuse

**National Society for the Prevention of
Cruelty to Children**

Fresh Start
Alexandra Ciardi House
7-8 Greenland Place
London NW1 0AP

Telephone: 020 7428 1500
Fax: 020 7428 1182
www.nspcc.org.uk

NSPCC National Child Trafficking Advice and Information Line

Children's Workforce Development Council Practitioner Led Research.

Research Question: How can we make Multi-Agency working in the arena of Child Trafficking more effective?

The British Association of Social Workers Ethical Research Guidelines and the NSPCC Ethical Research Guidelines will both be adhered to.

CONSENT FORM

Practitioner/Researcher: Bridget Burgoyne

The purpose of this form is to allow the use of your interview for research purposes. Please fill in the form according to your wishes.

I hereby assign copyright of my contribution for research purposes to the NSPCC Child Trafficking Advice and Information Line, under the conditions below:

1. I understand that my interview will be taped and then transcribed. This transcription will be kept in a locked drawer and destroyed in April 2009 when the report has been written. All interviewees and agencies identities will be kept anonymous in the report. This means that:
 - The Borders Agency will be mentioned but not the part of the Borders Agency spoken to
 - A Local Authority would be called a Local Authority but not named.
 - A Non-Government Organisation would be referred to as a Non-Government Organisation and not named.
2. Individuals and agencies will not be named. The geographical remit will be only as far as establishing whether an agencies remit is National or Regional.
3. Direct quotes may be used although these will be made anonymous.
4. I understand that if during the course of the interview I disclose any information that relevant agencies are not already aware of that could put a child at risk this will need to be reported to the relevant Child Protection Agencies.

Name:-----

Signature-----

Email address-----

Contact telephone number-----

Date-----

I wish to be given the opportunity to view and comment on draft documentation arising from this interview prior to formal publication.

Yes

No

Appendix 4 Letter to potential participants

Dear

RE: CWDC PRACTITIONER-LED RESEARCH

I hope you are well.

As you know, I am a Social Worker working for the NSPCC Child Trafficking Advice and Information Line.

I am undertaking a piece of Practitioner led research funded by the Children's Workforce Development Council the focus of which is on multi-agency working. I will be researching multi-agency working and child trafficking.

This is a piece of work that endeavours to reflect upon dilemmas that our team have encountered when undertaking our work. We work with other agencies as often and as positively as we can to safeguard children so this piece of work endeavours to isolate the issues that are sometimes involved with this and to make appropriate recommendations, it aims to reflect the views of all agencies who could potentially become involved.

I am mindful that work pressures are already demanding but I did wonder if it might be possible to undertake an interview with you regarding your work. I think your experience and views would be invaluable. I would take no more than an hour of your time and I would, of course, come to your office or a place that is convenient for you. If it makes it easier for yourself this could be at lunchtime and I could provide some lunch.

With your permission the interview will be tape recorded. All transcripts will be used to select themes from the research and will then be destroyed following analysis. All interviewees will remain anonymous and no data will be directly attributed to any interviewee. Draft materials produced from the research will be available to all who have taken part in the work so that you can comment on the findings and recommendations.

Please don't hesitate to contact me if you have any questions.

Thank you in advance and warm regards

Bridget Burgoyne
Social Worker

Appendix 5 Aims of the research

How can we make Multi-Agency working in the arena of Child Trafficking more effective?

I am a Social Work Practitioner. This research is Practitioner Led. Through the work that we have undertaken at The NSPCC Child Trafficking Advice and Information Line we are aware of examples of Multi-agency work that have resulted in a positive outcome for the young person involved, in addition to being a constructive experience for the workers involved.

However, we are also aware of individual workers expressing unhappiness and concern around their experiences of multi-agency working both in terms of service users but also on the stress it causes them as individuals. This is a piece of action research with the intentions of understanding dynamics involved in multi-agency working in the arena of child trafficking.

The aims of this piece of research are to:

How can we make Multi-Agency working in the arena of Child Trafficking more effective?

1. To discuss participant's experiences and views of multi-agency working to establish what constitutes both positive and negative experience for workers involved.
2. To discuss themes from above and consider how this can inform our future working.

I am using the dictionary definition of the word negative which is as follows:

The Dictionary Definition of Negative

- lacking in constructiveness, helpfulness, optimism, cooperativeness, or the like
- being without rewards, results, or effectiveness

Questions

What does your agency/department do?

What is your role?

What agency/role did you have before your current one?

Is one of the values of your service to work together with other agencies?

- 1. In order to understand multi-agency working it is good to identify both positive and negative experiences. To start can you give an example of a piece of multi-agency working that you felt was positive and why it was?**
- 2. What is your experience of multi-agency work pertaining to young people who have been trafficked?**
- 3. What, if any, are the difficulties that you have experienced?**
- 4. What do you understand trafficked young people's difficulties to be when involved in multi-agency work?**
- 5. Have you ever had a different view from another agency regarding whether a young person has been trafficked? What has happened as a result of this?**
- 6. Discuss any tensions you have experienced between the roles of agencies when they are working together in this arena?**
- 7. Discuss any strengths and benefits that you have experienced between the roles of agencies when they are working together in this arena?**
- 8. This is about individual workers feelings around multi-agency work on a personal level. How have negative experiences of multi-agency working made you as an individual feel?**
- 9. How have positive experiences made you as an individual feel?**

10. Please could you look at the following two case studies and discuss

A nine year old boy was found outside a shop by a man. The man says that the boy told him he has only been in the country a short time, he can't speak English. The man takes the boy home to live with him, he says this is because the boy is the same ethnicity as him and he feels this is the right thing to do. This living arrangement has been continuing for four months before it comes to the attention of your agency.

A young woman who states that she is as sure as she can be that she is seventeen also says she has been living in a house for the last two years with a family where she has had to clean, cook and look after the children. She has not been going to school. Her documents state she is 22, she says these are fake documents that she was given by the man who brought her over to the UK.

The Children's Workforce Development Council leads change so that the thousands of people and volunteers working with children and young people across England are able to do the best job they possibly can.

We want England's children and young people's workforce to be respected by peers and valued for the positive difference it makes to children, young people and their families.

We advise and work in partnership with lots of different organisations and people who want the lives of all children and young people to be healthy, happy and fulfilling.

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or visit **www.cwdcouncil.org.uk**

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