



For more information about our work, please contact Vera Beining on 020 7254 9408

Action for Children London Independent Visitors

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If you would like to know about Action for Children's policies on confidentiality and equality and diversity, please talk to your project worker.

If you are unhappy with our service, please talk to a member of staff or call Action for Children's customer service and complaints manager on 0800 328 7822. You may also be able to contact an independent body that oversees our service. Please ask a member of staff.

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INVESTOR IN PEOPLE



London Independent Visitors

A befriending service for children and young people in care



What is an independent visitor?

An independent visitor is an adult who volunteers to spend some free time regularly with a young person like you, making friends with them and encouraging them with their interests. They are not paid to do this.

They are there to listen to you and to help you to talk and think about everyday things. They may have interests or hobbies they can share with you, or you can find new ones together.

What an independent visitor does:

They will usually visit once or twice a month, mostly at weekends. They can come to have a chat, go for a walk and give you the opportunity to try new activities or go to new places. They can also help you with your school work, if you like. They can even go to a review or meeting with you, so you have someone to stand up for you and help you get your views heard.

Who makes the decisions?

You and your independent visitor will have a written contract that says what you are likely to do and how often you meet. It's up to you both what you do with your time together, but the independent visitor will probably need to talk with your carer and others about arrangements.

Information we will keep about you:

In order to run a scheme like this, we need to keep a file with information about you. We do not let anyone see it apart from staff who work at Action for Children. If you want to see it, you can contact us and we will arrange it for you.

'He always gives me choices and encourages me to decide. I feel I can do more and it's making me more confident'

A young Action for Children service user

Who we are:

Action for Children London Independent Visitors is a service with professional, caring staff and trained adult volunteers. We put children and young people's safety and needs above everything else. We will go the extra mile to make sure you can trust the independent visitor and enjoy the time you spend together. We want to give you the chance to build a friendship that will make a positive difference to your life.

Is this all confidential?

We have a responsibility to protect children. We will not discuss you or anything you say with anyone outside Action for Children without your permission, unless we are worried about your safety.



Action for Children

Action for Children is committed to helping the most vulnerable children and young people in the UK break through injustice, deprivation and inequality. We are one of the UK's largest children's charities, and our values – equality, passion and hope – ensure that children are at the centre of everything we do.