

National Independent Visitor Network Training Principles

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This document sets out nine principles to quality assure and benchmark Independent Visitor induction training content. Whilst these principles are not intended to be prescriptive the recommendation is that training content enables Independent Visitors to achieve the stated learning outcomes. The principles relate to the [National Standards for the Provision of Independent Visitor Services](#). In this document 'children' is used to refer to both children and young people.

1

Voice of the child:

We place the needs, wishes and views of children at the center of our work by listening to them, taking what they say seriously and seeking to understand their lived experience. The voice of the child should be included in the design, development and delivery of Independent Visitor training.

Learning outcome: Independent Visitors understand the principle of voice-led work, commit to support choices of the child within the befriending relationship and understand the distinct roles of advocacy and independent visiting.

2

Safeguarding:

Independent Visitors are trusted adults who act as a protective factor in the life of a child. They work in partnership with their Independent Visitor service to act as a positive role model to the child and safeguard them from harm, in the context of the befriending role.

Learning outcome: Independent Visitors understand the concept of safeguarding and significant harm, gain insight into risks and vulnerabilities that may be experienced by care-experienced children and are able to follow service *safeguarding policy*.

3

Care-experienced children and communication:

Independent Visitors gain knowledge of the lived-experience of children in care and safe, responsive approaches to communication and relationship-building (e.g. Adverse Childhood Experience and trauma-informed principles). The Service promotes respect for the child's choice to share their story and information.

Learning outcome: Independent Visitors draw on their knowledge of the lived experience of children in care to begin to build safe, caring, and empowering relationships with children over time.

4

Boundaries of the Independent Visitor Role:

Independent Visitor services set out clearly the responsibilities and purpose of the role.

Learning outcome (LO): Independent Visitors consistently work within the stated boundaries of the role to build and maintain safe, stable, trusting relationships with children.

5

Stability and continuity:

Independent Visitors are committed, consistent befrienders who establish a relationship of trust through regular visits and contact with a child.

Learning outcome: Independent Visitors understand the long-term requirement of the role and commit to build a trusting, positive relationship with a child over time.

6

Equality and diversity:

Independent Visitor services are accessible to diverse children and volunteers and respect individuality. Services have clear policies to promote equality and diversity ensuring that no child or volunteer is discriminated against.

Learning outcome: Independent Visitors understand and follow equality and diversity policy and respect and uphold the protected characteristics and individuality of the children they support.

7

Privacy and confidentiality:

Independent Visitor services work to a high level of confidentiality between the child, Independent Visitor and service coordinator.

Learning outcome: Independent Visitors respect children's right to privacy and confidentiality, understand and follow service policy on confidentiality, safeguarding, and General Data Protection Regulation.

8

Complaints:

A clear and easy to use complaints procedure is made available to Independent Visitors and children. Complaints are taken seriously and dealt with swiftly.

Learning outcome: Independent Visitors understand the service complaints procedure and can make a complaint should they wish to.

9

Health and Safety:

Independent Visitors can carry out their role safely and take care of their own health, safety, and welfare and of others who may be affected by what they do.

Learning outcome: Independent Visitors understand and follow service health and safety policy and procedures to ensure visits and contact with children they support are safe and enjoyable.