

Who are we?

We are Route 21.

Route 21 is a children's social care team made up of Social Workers, Personal Advisors, Senior Practitioners, Life Story Workers and careers advisors. We are part Coventry City Council, a city in the midlands.

The service works with approximately 370 young people, around 100 LAC and the remaining 270 are care leavers.

We work together to prepare young people for independence and adulthood.



What we do well...

As a service both staff and young people supported by Route 21 are in agreement that the use of Facebook works extremely well in supporting them with their day to day needs.

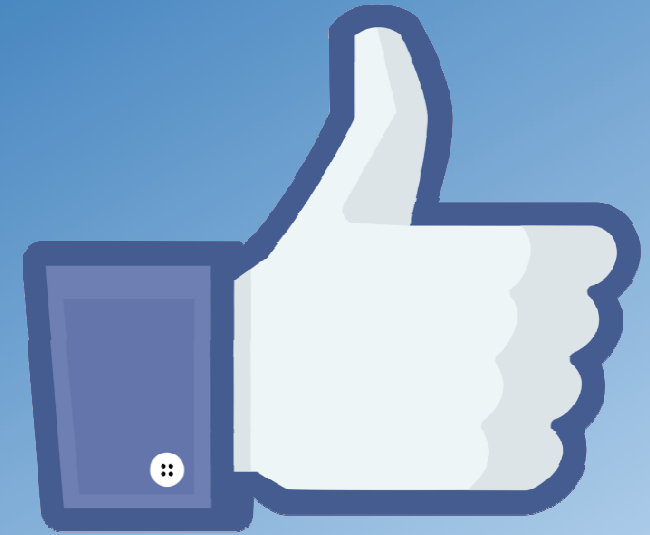


How staff use Facebook

The service is set up on Facebook by having a 'Profile'. This is the way that individuals normally interact with Facebook and is different from an organisational page.

This way both young people or Route 21 can initiate a friend request.

As a staff team no single member of staff is in charge of managing Facebook, every morning and throughout the day it is checked by the days Duty Workers for messages, and used throughout the day by workers. Staff can access Facebook both on laptops and phones.



Find us on
Facebook

www.facebook.com/routetwen

How we use Facebook together

Remind

It's a quick way of finding young people of appointments, visits or events



Chat

We use Facebook messenger to communicate



Promote events

Remind Young People of new events or courses coming up

FREE healthy cooking course

@Route 21

Every Wednesday
1.30pm - 3.30pm

Wednesday 18th Jan - Wednesday 22nd Feb



CHL Foundation



Cook & Eat Well
in Coventry



Improve your cooking skills,
meet new people and
share recipe tips and ideas!

How we use Facebook together

Celebrate
celebrate the
achievements of
young people
and recognise how
well they are doing



Raise Awareness
About local or national
issues Care Leavers
may face today



Hold Competitions
To gain feedback
about the service and
allow young people to
win prizes

WIN
£25 Odeon Gift Card!

To enter, inbox our Facebook page with your answer to the following questions.
Or reply through your worker.

Coventry City Council is reviewing all their buildings. To help us understand how our office space helps you (reception, computer room, kitchen, meeting rooms), answer these questions:

1. What do you like about coming to the Route 21 office?
2. What don't you like?
3. If we could do one thing to make it better, what would it be?

Closing date and Prize Draw on 21st December.

*** Competition applies to Coventry Care Leavers only. Only genuine answers will be accepted. ***

staff views

It makes the job so much easier now, we were wasting so much time before trying to track down young people

Is a way several young people have managed to get back in touch and get help with their education

She opens up and says a lot more to me on Facebook than she does in person

Sometimes you don't want to look at Facebook in case you found out something you'd rather you didn't know

Sometimes young people can be really abusive on Facebook or say things to get a reaction

Young people's views

I can use Facebook when I don't have any minutes on my phone

Sometimes I
k messages
t missed
cause so
any staff
check it

Facebook page is good when you're struggling to get hold of your PA

I didn't want Route 21 looking at my page so decline the friend request

There is always someone online on the Facebook chat which they respond to very quick

Someone to help
due to your PA/soc
Worker not being in
office

I don't always like it when my PA calls me, its quick and easy, I'm always on Facebook. Staff helped me get accommodation when I didn't have time to come to the office.

It's a reliable page and there has been a massive improvement with the services I get, I can see what's going on

Questions....

We now welcome any **questions** for staff or young people?

What do you think about using Facebook as a way to communicate better together?

