My thesis focuses on how young people in the sheltered home programmes of child welfare assess changes in their lives and how they describe their experiences on trust. The aim is to look at this from the point of view of young people: how young people living in risky situations affect their own lives and do not become marginalised. The focus is primarily on the adolescents’ internal stories as mediums of experiences and secondly on external stories as expert discourse.

Trust is the central theoretical concept of the study. Trust is considered a key social mechanism that strengthens the feeling of basic security. In addition, the concepts of social capital, well-being and participation are used in the study. The study is qualitative and narrative and attempts to understand the subjective experiences of young people. The research material consists of altogether twelve narrative-biographical research interviews of seven young people in sheltered home programmes.

The adolescents explained the changes for the worse in their lives mainly by external factors. They believed that positive changes were mainly due to their own strengths, attitude, their own agency and responsibility. The young people were classified according to the role they chose in change situations as “children who bear the responsibility” (child assumes parental responsibility) or “rebellious youth” (young person renounces all responsibility). All of the young people shared a sense of mistrust towards their parents. However, feelings of trust vary by situation and case. All of the adolescents studied had experienced feelings of trust towards the network of people close to them. The nature of the confidential relationship with the workers required by the young people varies by the individual. With the “children who bear the responsibility” trust was based on support, whereas with the “rebellious youth” the importance of control was stressed. All of the young people had experienced a sense of agency with relation to the service system. The length of the placement did not seem to have relevance to the building of confidential relationships. The building of confidence served as an explanation, as it were, to how well the young people have coped.

The adolescents in sheltered home programmes of child welfare were able to establish confidential relationships despite their difficult experiences with mistrust. The trust of these young people was built on all dimensions of well-being – Having (living conditions), Loving (social relationships) and Being (orientation with the world). According to the empirical knowledge of the young people and expert information, secure growing-up conditions (predictability), confidential relationships with people close to them (trust as communication), and participation (agency) with relation to the service system are significant in building up trust.

Narrative and biographical methods were well suited as tools for hearing a young person. With them the workers are able to pinpoint their own role in the meaning-making of a young person. They are thus able to give room to the people close to the young person and important to him or her. Using the knowledge acquired from the young people for development purposes requires that the work community has a reflective approach to their work. The work needs to be developed so that young people can become more trustful towards the service systems and the workers.