



Camden Social Work

Our Promise to Children

What is our promise?

- It is our commitment to you about how your social worker will work with you
- We want you to know what to expect when we work together
- We want you to feel you can tell us when you think we could do things better.

What Camden children said they wanted from their social workers

- To be treated like people, not 'cases'
- To be listened to, especially when important decisions need to be made about your future
- To have fewer changes of social worker
- For us to work well with other adults in your life.

How we will work with you

- We will treat you as a unique person by listening to you, learning from you and hearing what support you feel you need
- We will understand you and get to know you well so we can support you better.

What we will do

- When we meet you, we will first listen to what you want
- We will then think with you about what is going well in your life
- We also want to know about where you live, play and attend school
- We will always offer you a family group conference. This is a meeting where you and your family can think together about how best you can support each other and how we can help you
- We know that it is frustrating when you have a change of social worker. We will only change your social worker if this is absolutely necessary
- We will work closely with other people in housing, police and health so that when you and your family need help quickly, we can make sure that this happens.

