



Camden Social Work – our Pledge to Families

This document explains how we will work with you and your family. This means you can hold us to account if we fail to meet the high standards that we set for ourselves.

If at any time you think your social worker is not meeting the standards set out here, you can speak to them about it.

This document was developed with the help of feedback from the Family Advisory Board (parents with experience of the child protection system in Camden) and the views of Camden children.

What Camden families told us

- You want to be treated like people, not ‘cases’
- You would feel more comfortable working with us, and being more honest with us, if we got to know you better first
- You want your views to be heard, especially when important decisions are being made about your future

- You want fewer changes of social worker.
- You want social workers to work quickly with other adults and professionals in their lives, respecting confidentiality.
- You would like social workers to use language that families can understand and make sure you have reports ready on time for meetings.

How we will work with you

In Camden we use a ‘systemic’ model of social work, based on strong relationships between social workers and families. This means that we will work with you to find common ground and reach a fuller understanding of the pressures you and your family are facing.

Our principles below, which are backed by research, will help us to build more meaningful relationships with you and your family so we can work together to achieve better outcomes for your children.



Our key principles

- We believe relationships are important. We want to get to know you and to develop a respectful, open and honest partnership
- We understand that when working with families a one size fits all approach does not work. Your family are unique and we will keep this in mind when offering you support
- 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 do not want to be involved in your lives for any longer than you need us
- We are committed to being creative in the way we respond to the issues that you and your family face
- We want to work together with you to promote the wellbeing of children
- When doing this we will consider both the environment which surrounds your family as well as the important relationships within it
- We aim to support you to keep your children safe as well as keep others in the community safe too
- We will work with the other professionals in your life where it will support you and your family to achieve your goals
- The best place for a child is with their parents or wider family network. We will only take action to place a child outside of their family if this is absolutely necessary.

What this means for you

- We will work in partnership with colleagues from housing, health (including the child and adolescent mental health service) and the police. This enables us to think quickly together as to how we can support you and swiftly put plans into practice so you can access services
- Social workers in Camden work in small groups to allow for case discussion and shared responsibility. This means that when your social worker is away there should be other social workers who are available who know you and your family and who can answer your query or support you in times of crisis
- We care deeply about you and your family having a positive experience of working with us. This means that your case will only change social worker where this is absolutely necessary. Hopefully this will be limited to when a social worker leaves the department or if specialist skills are required for the social worker to support your family
- We think together about the systems around you and the impact of those upon you and your family. You and your family's needs will not be considered in isolation. We will also think about the situations that surround you, as well as other people you come into contact with in your daily life, when thinking about how best we can support you
- You are the expert in your family's life and history and we want to learn from you and hear from you what support you would like. When we begin an assessment we will complete a cultural genogram with you. This is a family tree type exercise, which enables us to think together about any patterns or themes in your family history.

If you want to know more about our model of social work then please speak to your social worker.