

Families First

Our Promise

SOCIAL WORKER:

-  I will keep my promises. If I say I will do something, I will tell you when I will do it by and tell you how you will know I have done it.
-  I will always do my best to be on time for our meetings. If we haven't been in touch and are over 15 minutes late then we will apologise and reorganise the meeting.
-  I will do my best not to re-arrange meetings, if a meeting has to be re-arranged I will try to give you at least one day's notice.
-  I will meet with you every 2 weeks / 4 weeks.
-  I will ask where you would prefer me to visit you.
-  I will sometimes need to talk to you to find out about how things are for you, but sometimes I will just need to see you and check you are ok - if you are ok and don't want to talk then that is fine.
-  I will contact you directly to arrange appointments - face to face, phone call, text message or letter.
-  I will sometimes make a surprise visit, if you are not in don't worry we will re-arrange another time.
-  I will listen to your views and answer your questions openly and honestly.
-  I will speak to you with respect by listening to your opinions.
-  Where ever possible I will make sure that if your social worker is changing, you will be introduced to the new social worker beforehand.

Signed:

Date:

YOUNG PERSON:

-  I will always do my best to be on time for our meetings, if I am running late I will ring/text you to let you know.
-  I will do my best not to re-arrange meetings, if a meeting has to be re-arranged I will try to give you at least one day's notice.
-  I will listen to your concerns and share my views and be as honest as I can.
-  I will speak to you with respect.
-  I will tell you if I don't understand something, if I am finding something difficult or am worrying about something.

Signed:

Date:

