



## Knowing social worker

St. Helen's:  
**Enabling children  
to know who their  
social worker is and  
improve trust**  
April 2021

St Helen's are developing various tools and service-wide strategies to ensure children know (and trust) their social workers better.

## Why?

Following findings in the Bright Spots survey that a high proportion of the youngest children did not know who their social worker was (44%). Additionally, there were findings around low levels of trust in social workers in this same age group. Some older children also reported having 3 or more different social workers in the last year, and not being able to contact their social worker easily.

## What difference will it make?

“We expect the impact to be that our children and young people report that they know their social worker better. We intend to re-run the Brightspots survey in 2022 and hope to see an improvement in the percentage that report they know and trust their social worker.” (Children and Young People's Consultation and Review Officer)

## What did they do?

The local authority are going to develop and use **one-page profiles** of Social Workers to enable children to get to know them better. This will also include **introduction cards** for Social workers to give out to children that have their picture and contact details on.

They are also going to ensure there is a **planned introduction and ending** with Social Workers that is led by the child/young person.

In response to some of the other findings around social workers, they are also going to:

- audit how many **changes of Social Worker** children have had as a base line to track improvements and to better understand why.
- remind Social Workers of the importance of **returning calls** and the impact on children when they do not.

**What would  
make care better?**  
*I wish I could have the  
same social worker  
because I have had more  
than five and they keep  
asking me the same  
questions*  
**8-11yrs**

*Just want all the  
social workers gone  
from my life.*  
**8-11yrs**