Why is a social worker here?

To listen
To work out how to help

Someone you know asked us to visit because they’re worried about you.

How will we work together?

Listen to each other
Show respect
Be honest
Tell you before we talk to other people about things you have said
Make decisions with you

So we’ll be talking to you and people who know you. We’ll make sure you are safe and have the support you need.

This is called an assessment.
What happens next?

If things seem fine, the social worker will write and tell you:

Dear...
No plan needed
Bye!
Signed Social Worker

If things don’t seem okay, they will come again and talk to you, your family, and other people around you.

What’s in a plan?

A social worker will then work with you to make a plan around your needs.

Give you some time away from home.

Find groups and activities for you to take part in.

These are some of the things in some plans.

Support parents to help them feel like better parents.

For a few people, it’s not safe at home. We’ll find you somewhere else to live. Sometimes this is with someone you know.

Find out more about your needs. Do another assessment with a new social worker. This can take up to 5 weeks. Then you get a new plan.

If you are not happy with the way your social worker is doing things, you can tell us. Contact the complaints officer on 637345.

For more help and advice try InfoNation call in at 47 Kingsway phone 484010 or text 07930328607

With thanks to the young people from across Swansea who have designed this leaflet.