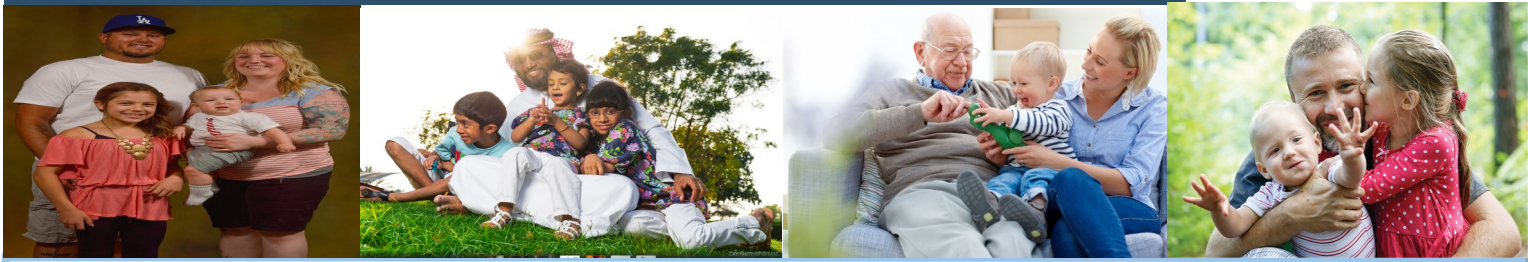


Factsheet:

What is a Children's Services Social Worker and what do they do?



Every family can experience difficult times and need help

Sometimes the help you need is available in your community, school or GP surgery, for example and sometimes you need a more specialist service. If there are concerns about children's safety and wellbeing, people like teachers, doctors and support workers have a duty to report them to Children's Social Services.

The law says that we have a duty to investigate any worries that people have about children's safety and wellbeing. Social workers in Children's Service work with families and our main aim is always to keep families together if it is safe to do so. We want to support families as best we can to make sure this is what happens.

If we need to find out more about you and your family, a social worker will be asked to visit your family and complete an assessment. This means they will ask parents, carers, children, young people, other family members like grandparents, aunts and uncles and professionals like teachers, when appropriate, some questions about the information we have been given and write down the answers. Very often we will decide that families do not need support from Children's Social Services and refer to another service like Parenting, Youth Support or other community services. like the Early Help Hub.

Sometimes the words 'Social Worker' can scare people as the news can make it sound like social workers are taking children from their families unnecessarily, or not taking them when they should and then something bad happening to the child.

Social workers protect thousands of children every year. Even on the rare occasions when children are unable to live with their parents safely, we would always see if there is anyone else in your family, or even friends, who can care for the children instead. Sometimes this may be for a short time to give us the opportunity to work together and find out more about you and your family so we can help you properly.

Working Together to ensure that all children and young people in Merthyr Tydfil are safe and happy, thrive and have the opportunities they need to be successful

Parents want the best for their children and we do too, that is why we want to work with you and other agencies like schools and doctors to make sure your children have every possible opportunity to learn, develop, grow and succeed in life.

We know that parents and young people are experts in their own lives and we will listen to and respect your views, wishes and feelings when you are working with us. Sometimes social workers and other professionals will have to make decisions in order to keep children safe that you may not agree with, but we will always be open and honest with you.

The digital stories and factsheets on the Children's Services section of Merthyr.gov.uk website have been developed to provide parents, carers and young people with all the information they need.