

So what
do
Social
Services
do?



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Social services departments play a vital role

They **support**

elderly people leaving hospital... families in crisis... children and parents in distress... addicts kicking the habit... disabled people living at home... elderly people in nursing and residential homes... children and foster carers... school kids lost in the system... bereaved parents and their children... people rebuilding their lives who want to be more independent... young carers, older carers and people everywhere who, with just that little bit of help, can live rewarding lives in their communities...



They **care**

for abandoned children... young people in distress... battered women... destitute asylum seekers... young, confused offenders and drug abusers... mentally ill people in despair... victims of flood disasters... traumatised parents and children... pregnant school girls with nowhere else to go... elderly people bereft of families, friends or faith...



They **protect**

children from degrading abuse... the community from harmful child abusers... women from aggressive partners... young people from making damagingly wrong decisions... people with learning difficulties from neglect and abuse... elderly and sometimes confused men and women from harm... men and women who are mentally ill who simply want help to live independently in communities...



Can you **be sure that:**

...social workers always take the really big decisions in partnership with other agencies?

Yes

They work alongside managers, lay people, doctors and the courts, always trying their best to get it right.

...social workers do get it right in the vast majority of cases?

Yes

Government surveys show that 80 per cent of people in contact with us are satisfied, or very satisfied, with the services they get.

...social services staff are professionally trained, have a wide experience of life in general, and aim to reflect the communities they serve?

Yes

Social work staff have a broad age profile: overall they tend to be in their mid-40s. Their average age when they qualify is 34, and over 70 per cent are women.

...social services try to choose the best foster or adoptive parents for sometimes disturbed and often abused children and young people?

Yes

These are among the most sensitive, human decisions anyone can make, and are never undertaken lightly.

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Is it **true that:**

...social workers invent silly reasons to prevent people from fostering or adopting children?

No

...only very few people - even those in trouble - ever come into contact with social services?

No

...social services staff always get it wrong?

No

...social workers are just young idealists with no experience of life whatsoever?

No

Need to **know more?**

The telephone number of your nearest local council social services department is in the telephone directory, or you can get it from your GP surgery, local police station, Citizens Advice Bureau or hospital.

CommunityCare

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