

Children and Families Service Standards

1. Children and young people come first and you will see this is at the centre of everything we do together.

- ✓ You can have confidence that any concerns about a child or young person at risk will be followed up immediately.
- ✓ Your feedback and views are valued and you will see that what you tell us make a difference to the services we offer.

2. Staff work in a professional way at all times to give our children and families confidence in how we can work together.

- ✓ You will be treated with respect and in a way that helps to build positive relationships and trust.
- ✓ You will be asked for your consent to share information about you.
- ✓ You will know what staff can do within their roles and qualifications and see all staff taking individual responsibility for the confidence families and children place with us.

3. You will see that communications and people matter.

- ✓ You will be asked how you would like to be addressed.
- ✓ You will receive notes of any meetings with Children's Services within the time-frame agreed at the meeting.
- ✓ Your emails, telephone queries and messages will be acknowledged promptly usually between 24 hours and 3 working days.
- ✓ You will know what staff can and can't do in an open and honest way and you will be kept updated especially if anything changes.

If you feel that the service you have received falls below the expected standard, you may pass on your concerns to us through the following link:

https://www.swindon.gov.uk/info/20048/health_support_for_children_and_young_people/520/complain_comment_or_compliment_children_and_adults_services