

## **Feedback from our families about how they find working with us:**

*"I'd very much like to pass on praise for my current social worker. She has gone above and beyond for my family."*

*"I am so impressed with their social work practice and the ethos taken by Swindon. (Her) depth of knowledge is evident, as is her assessment of the strengths and needs and the rapport that has been built. It is evident that the plans are child focussed, led by need and not driven by resources. Her practice and the approach taken has enabled (this child) to remain with her mother with the best possible chance for long term success."*

*"My social worker has helped me a lot. Her calm approach brings me down and helps. She really listens to me and she is so good with my children."*

And here's some feedback from our staff, and senior leaders within the service, about what it's like to work as part of children's services, and the family safeguarding model teams, at Swindon Borough Council:

*"I have been able to embed motivational interviewing into supervision of staff, coaching and mentoring. The feedback from staff has been positive, they have felt nurtured and supported and feel more in the driving seat of their plans."*

*"In the last month I have further embedded motivational interviewing into supervisions and group supervisions with social workers and in brainstorming and coaching sessions with social workers. I have most recently been able to identify the drama triangle within interactions especially within families where engagement has been problematic and also where social workers have been deflated, and struggling with high caseloads. I have been able to keep connected in difficult moments with workers and been able to support them to develop motivation to achieve their set goals. We have also seen better and positive and sustained engagement with our families."*

*"I am more confident to approach conversation from a place of genuineness, and wanting to hear and engage the other person in the conversation and in working out the plan or next steps. I would often be deflated with people who make first order change and not progress to second order change. I have realised that this is due to me being very prescriptive in my approach in the past. I have seen more meaningful engagement through motivational interviewing - people coming up with the areas they would like to address/ change and owning these and progress has been made and changes are being sustained."*