

Collaborative Casework – Good Practice Example

The Case

A Social Worker from ACS has been working with a parent who has terminal cancer. She has a young daughter who is receiving support from a Family Support Practitioner in the Early Help Team in CYP. The Family Support Practitioner has been supporting the child and the family. The parent doesn't have any friends or family locally, so she is more reliant on professional support.

Collaborative Work to Support the Family

1. Helped to get a new oven and carpets.
2. Arranged for food parcels.
3. Supported the family to access services such as the GP.
4. Created a better network for the family.

Learning from the Joint Work

The two workers were in regular contact updating each other about the family, they undertook joint visits and supported each other throughout the challenges. The worker in ACS said that she thought the collaborative working has been very beneficial to the family and it led to the creation of a network of support and access to different services.

The workers said they feel that they have used their roles to advantage by sharing knowledge of ACS and CYP and they now understand each other's roles better. They said they know that by working together, they have achieved better outcomes for the child and family.