

# Anonymised Exemplar: Feedback

Please use this as guidance only. It would be a breach of your [Codes of Practice](#) to plagiarise any of this.

## Advice for Feedback:

- There is a form that can be used to collect feedback from Professionals, and one that can be used to collect feedback from People using Services, their family and carers.
- Please feel free to use **other methods** to collect feedback from the people you work with. This should not be a one-size-fits-all approach and it's important we get feedback from people from all different backgrounds. Using only the SSSC forms might limit valuable feedback from people who may find these forms inaccessible, and their views are essential.
- Share your feedback with your Supervisor – positive and negative feedback is important and doesn't necessarily reflect your practice and gives us good opportunities to reflect on our practice and why people's views might be shaped.
- Feedback can be sought directly by NQSWs or their Supervisors might find it more authentic to gather feedback from the people that the NQSW works alongside.

## Professional Feedback:

**Example 1:** This NQSW has used their Feedback from Professionals form, and it was shared to a colleague by their Supervisor.

Core learning element	Feedback
<b>Ethics, values and rights-based practice</b> – develop an understanding of and apply ethical principles and values to all aspects of professional practice. Recognise sources and impact of social inequality and systemic oppression. Take action to protect and advocate for human rights and social justice, including development of an anti-racist, intersectional approach.	____ has an understanding of ethical principles and how to apply them to professional practice. ____ has been supportive of service users and made contact with relevant services to support them.
<b>Communication, engagement and relationship-based professional practice</b> – demonstrate knowledge and skills to support effective communication, collaboration and relationship-based practice in a range of settings. Use trauma responsive approaches to actively involve and support the involvement of people, including families and carers to plan, implement and evaluate interventions.	____ engages really well with service users she has a nice manner and is always prepared and on time for appointments. ____ has offered support to service users in crisis and has met with family members where this has been appropriate.
<b>Critical thinking, professional judgement and decision making</b> - develop competence and confidence in applying critical thinking, analysis, research, and best practice to inform professional judgement and decision making in all areas of practice including assessment and review.	____ has developed in this area in relation to her own professional judgement and this has been evidenced by her confidence in her assessment skills when compiling Court reports where previously she would seek support she may now have a discussion however has a clear assessment in mind.
<b>Promoting wellbeing, support and protection</b> – demonstrate and apply understanding of responsibility to actively promote the wellbeing, support and protection of children and adults at risk of harm, regardless of setting or context.	____ has demonstrated and applied understanding of responsibility in relation to working with men who commit offences involving domestic abuse and the protection of partners and children in these relationships.
<b>Working with complexity in unpredictable and ambiguous contexts</b> - develop competence and confidence in managing complexity, risk, and uncertainty in professional decision making.	____ is developing skills in working with complex cases involving domestic abuse, and managing the potential risk. She seeks out support for any issues she has and will ask for discussion about her professional decisions.





<p><b>Working with complexity in unpredictable and ambiguous contexts</b> - develop competence and confidence in managing complexity, risk, and uncertainty in professional decision making.</p>	
<p><b>Use of knowledge, research and evidence in practice</b> - develop knowledge and confidence in applying relevant research, policy and legislation to role. Demonstrate commitment to continuous professional learning and inquiry which supports evidence informed practice and a wider culture of learning.</p>	
<p><b>Self-awareness and reflexivity</b> – recognise how the demands of professional social work practice affect self and others. Develop the use of reflexivity to consider what has been learned and how this learning can contribute to personal wellbeing and effective and sustainable practice.</p>	<p>_____ evidences self-awareness within team, across her openness and dialogue with us.</p>
<p><b>Professional leadership</b> - develop personal and professional authority as a social worker including when working collaboratively across agency and professional boundaries.</p>	
<p>Any other comments that you would like to make?</p>	

Example 3:

Core learning element	Feedback
<p><b>Ethics, values and rights-based practice</b> – develop an understanding of and apply ethical principles and values to all aspects of professional practice. Recognise sources and impact of social inequality and systemic oppression. Take action to protect and advocate for human rights and social justice, including development of an anti-racist, intersectional approach.</p>	<p>I am ____ Mentor: ____ ethics, values and rights-based practice is evident to me as her colleague and guide (I am an Advanced Social Work Practitioner) when she discusses her approaches to referrals, incoming and existing cases. ____ is increasingly autonomous in undertaking and performing her role as an investigatory, assessing and supporting Social Work. She uses her training (in both Education and SW), life skills, values, and ethics whilst both always working within a professional remit, protocols, guidance and boundaries whilst sharing with her colleagues and superiors on the challenges and dilemmas inherent in the majority of our cases, to ensure clear strategies and approaches to maintain high levels of Social Work practice towards our customers.</p> <p>____ holds a holistic view to referrals/cases based on social demographics of where they live, family structure, school, health needs (in case of any inequality) and more discreet factors such as inequality and discrimination. She references the chronologies of all cases to assess patterns of behavior, risk and engagement with services.</p> <p>I consistently hear from the young people, parents, carers and support providers working with ____ of how they feel heard and understood by, especially as ____ is high in respect (reciprocal) of said children, carers and supports.</p>
<p><b>Communication, engagement and relationship-based professional practice</b> – demonstrate knowledge and skills to support effective communication, collaboration and relationship-based practice in a range of settings. Use trauma responsive approaches to actively involve and</p>	<p>____ is an excellent communicator to children, parents/carers and other professionals. She maintains a clarity of communication, ensuring she is understood, with a calmness and tone that is reassuring to those working with her. This strengthens relationship-based</p>





**Example 4:** This NQSW has recorded an email from an experienced colleague who has praised their practice. There is a lot of evidence of their practice and professional development contained within the email.

“Hi \_\_\_\_\_

Hope you are well. I wanted to email to make you aware of some excellent practice from a newly qualified social worker, \_\_\_\_ who works within the \_\_\_\_\_. We had a Child Protection Planning Meeting and Looked After Away From Home Review yesterday for a 10-month-old baby who has been on the CP Register since prebirth and in foster care since around 6 weeks old. \_\_\_\_\_ became the second worker in May and the allocated social worker is currently off sick. \_\_\_\_\_ has been supported by one of the AP's within the team due to this being child protection.

\_\_\_ attended the meeting yesterday and produced a really good, robust, informed and balanced PCA – it was clear how much work she had put into this in such a short period of time. She attended the meeting yesterday and was clear in her assessment about the risks and the importance of progressing with the baby’s longer-term plan, whilst being sensitive and supportive to the difficulties that \_\_\_ has faced.

I just wanted to highlight this area of good practice, particularly from a worker who is new and given the pressures on locality teams.

Thanks

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Child Care Review Coordinator”

## Feedback from people who use services, their family, and carers:

**Example 1:** This NQSW arranged for their Supervisor to reach out to a person accessing the service to get feedback.

Did the social worker get your permission in advance for me to contact you?	Yes she discussed with me her manager phoning me.
Does the social worker arrive on time? If they are delayed, do they contact you to let you know?	___ is always on time she is reliable.
Are you clear why the social worker meets with you?	Yes as part of my Court order.
How well prepared is the social worker for their meeting with you?	___ always has things ready for my appointments if they are needed.
Does the social worker listen to you and take on board your views and wishes?	Yes, and if anything happens to me I text her and let her know. She always returns my calls and messages.
Does the social worker explain their assessments/ recommendations/ decisions and why they think this?	Yes, ___ always keeps me informed. I am on a license and I am aware of what ___ has to do.
Does the social worker explain their written assessments and reports and help you prepare you for meetings?	Yes she always explains things to me.
Any other comments that you would like to make?	___ is very understanding and she is very helpful.

**Example 2:**

Did the social worker get your permission in advance for me to contact you?	Yes
Does the social worker arrive on time? If they are delayed, do they contact you to let you know?	Yes
Are you clear why the social worker meets with you?	Yes, we requested the assistance and he has answered all of our concerns
How well prepared is the social worker for their meeting with you?	Good communication before and after meetings
Does the social worker listen to you and take on board your views and wishes?	Yes
Does the social worker explain their assessments/ recommendations/ decisions and why they think this?	Yes
Does the social worker explain their written assessments and reports and help you prepare you for meetings?	Yes, however the reports are too long and repetitive and would be easier if summarised
Any other comments that you would like to make?	___ is very efficient and put meetings in place quickly for all services involved which had great results for us and our child

**Example 3:**

Did the social worker get your permission in advance for me to contact you?	Yes the social worker did ask me in advance.
Does the social worker arrive on time? If they are delayed, do they contact you to let you know?	Yes ____ arrived on time as we had arranged.
Are you clear why the social worker meets with you?	Yes, ____ did explain to myself and my elderly Aunt and Uncle the purpose of her visit.
How well prepared is the social worker for their meeting with you?	____ was well prepared for our meeting.
Does the social worker listen to you and take on board your views and wishes?	Yes ____ listened patiently and with kindness to both myself, my cousin and my Aunt and Uncle.
Does the social worker explain their assessments/ recommendations/ decisions and why they think this?	Yes ____ explained everything to us regarding the assessment she was completing and the recommendations she would make.
Does the social worker explain their written assessments and reports and help you prepare you for meetings?	. N/A yet as ____ has not completed her report and recommendations.
Any other comments that you would like to make?	As a family we have only met with ____ once to discuss and begin to plan a way forward for support with care and respite for my Aunt and Uncle. ____ was very kind, patient and understanding of the situation and explained how she would be moving forward with the assessments and recommendations.

**Example 4:** This NQSW had feedback relayed from Foster Carers via their Social Worker who highlighted the positive work undertaken by the NQSW:

“Hello \_\_\_ and \_\_\_

I wanted to take two minutes to give some positive feedback. \_\_\_’s carers cannot praise your work highly enough and feel this is the best team around the child they have had in their entire fostering journey.

Well, this speaks loud on the skill and consistency from \_\_\_ and whoever else if part of the team around the child. Please pass my thanks to them too. I am sure we are never short of challenges, but it is important to be seen and recognised for the good work.

Thank you for your approach to supporting and working with fostering families.

Kindest regards,

\_\_\_”

**Example 5:** This NQSWs working relationship with Grandparents which was captured by another professional who was also seeking feedback:

“I just wanted to highlight some positive feedback received at a RLAAFH review on \_\_\_, I have just signed off the minute and plan which reminded me to do so. It was a review for \_\_\_, who are living with their grandparents, \_\_\_. I reviewed the children in \_\_\_ when it was clear that there had been a significant amount of drift and lack of involvement with Social Work due to staff shortages. Since this time there has been a real concerted effort by the allocated social worker and kinship care worker to progress things and the grandparents are now approved kinship carers having gone to a panel in \_\_\_, which as we know provides the children with a level of security.

Below is taken from \_\_\_ carers report, I thought it was worth sharing and celebrating when positive feedback is received (we all know it doesn’t happen enough):

***The recommendation from the last review was to assign an allocated worker and to keep in regular contact with the family. In my opinion \_\_\_ has worked exceptionally well for all members of the family and this coupled with ongoing support from the Kinship Team have been really supportive and valued by us.***

***In my opinion both these services are a credit to Falkirk Council, placing the child and family first.***

I spoke about the praise within the review with the workers, \_\_\_ and \_\_\_ but thought as their line managers you should be aware too.

Thanks, \_\_\_”

**FALKIRK COUNCIL**

