

Comments from Case Holders

Question 1:

Did you value the support the Immediate Response Team worker was able to offer you as a professional on this case?

The support offered by worker was extremely valued as the case status was and continues to be challenged by other agencies. Worker always remained calm and worked from her previous experience and was firm when challenged by the family. Worker was able to attend a risk panel meeting and provide her view fully, which was helpful.

Very much. I have found worker to be very professional and reliable in feeding back information and have noted that I was also able to read up on ICS developments with Immediate Response Team involvement very quickly following her visits etc. Worker was also very reliable in returning calls etc.

Yes. It was very helpful to have a second person involved who was able to provide a high level of support over a difficult period for the family. This additional support was very important during this period. The worker also responded quickly and flexibly to situations that arose and attended meetings and Court at short notice.

Question 2:

Did you feel there was anything else the Immediate Response Team could have done or done differently? Any problems with the service?

No, the service was professional and very much appreciated by the family, hence the very positive comments by the family to me.

There were no identifiable problems with the service. The worker kept in regular contact with me, and updated me on any important information. The worker also gave me details of her intended direct work plan that she would complete with the family, which was particularly useful, as I could ensure that appropriate services were implemented and that work was not duplicated by other support services.

No, other than there appearing to be a limit to the workers time, as [in one instance] he was called away to deal with other urgent work.

Question 3:

Is there anything else you would like to say?

I would like to thank worker for the very positive work done with C, who has repeatedly given positive feedback to me about her involvement. This is also the case with (uncle) and (aunty)

Very helpful intervention with clear and helpful guidance provided for the family which has helped them to move forward and resolve issues.

The intended outcomes of the Immediate Response Team worker's involvement were successfully completed, and the family continually stated their appreciation for the time and work provided by the Immediate Response Team worker.

I found the service useful and would be confident to use the service again in the future.

Our service would benefit from additional workers and hours, this service is too limited at the moment, to be really effective, there needs to be sufficient resources put into this service.