Tusla Child and Family Agency

Parent Survey

This is what you told us is working really well!

We asked for your views?

From October 2018 to January 2019, we asked parents engaged with child protection social work services about their experience of working with social workers. In total, we heard from 111 parents across the country who agreed to take part in our telephone survey.

Social workers are reliable **Parents feel that** they are heard 16.2% 80.1% **76.5**% While **16.2**% disagreed. The majority of respondents in the survey found their social workers reliable, with 80.1% agreeing and 14.4% disagreeing. **76.5%** of respondents agreed or strongly 83.8% agreed that their social worker listens to them.

Social workers notice what is working well in

relation to care, safety and wellbeing of

children - 83.8% of respondents gave a

positive response and 9% were negative.

Social workers are clear about their concerns



89.2% positive responses and only 8.1% negative and 84.7% of respondents said they agreed with their social worker's concerns.

84.5% While 10.1% disagreed. Parents think that social workers care about solving their problems - 84.5% agreed.

The things that you want to improve:

- Improved communication
- Trusting relationships
- More honesty
- Consistency of social worker
- More involvement in making plans

"The worker could have listened to me more at the meetings. People are nervous at meetings..."

"More contact might help to nip more issues in the bud."

"I felt my social worker completely listened and more importantly when she spoke to my child she listened and understood. My child felt very happy with the support...

My kids now know that the social workers & garda are there to help and do their job and keep children safe."

If you have any feedback or ideas as to how we can improve our services and how we work with you and your children please discuss this with your social worker or with staff at your local Tusla office. Alternatively you can provide a comment, compliment or complaint at tellus@tusla.ie or at 01 771 8500 (Monday to Friday).







An Ghníomhaireacht um Leanaí agus an Teaghlach Child and Family Agency

14.4%