



BFSWS

BRITISH FORCES SOCIAL WORK SERVICE OVERSEAS



BRITISH FORCES SOCIAL WORK SERVICE OVERSEAS SERVICE CHARTER

Information for people using our services

THE CHARTER

This charter outlines our service commitment and of working in partnership to ensure that we deliver quality services.

The British Forces Social Work Service (BFSWS) is dedicated to the provision of excellent services to the military communities in the Germany Enabling Organisation (GEO) and the Germany Support Unit (GSU), the European Joint Support Unit (EJSU), British Army Training Unit Kenya (BATUK), British Army Training Unit Suffield (BATUS), British Army Training Support Unit Belize (BATSUB), Saudi Arabian National Guard Communications (SANGOM) Project, USA, Gibraltar, Singapore, British Indian Ocean Territories, Brunei and Nepal.



OUR MISSION

“To make a positive and lasting difference to children, families and adults, in the military communities we serve. We will achieve this through the delivery of a responsive, safe and high quality Social Work Service working together with people who use our Services as well as partner agencies. This is based on our belief that Service Personnel and their families should have access to the same standards of care and support they would receive if they were based in the UK.”



OUR SERVICES INCLUDE



Prevention and safeguarding services for children and adults



Parenting programmes



Adoption advice, recruitment, assessment



Post adoption support



Fostering assessment and support



Victim Safety Work



Individual one to one court mandated perpetrator programmes

CENTRAL REFERRAL POINT

The Central Referral function can be contacted by telephone on **0044 (0) 808 168 3111** or by email at **crt.bfsws@coreassets.com** and is staffed by helpful staff who will answer your calls or emails and action accordingly.

Social Workers and managers are available to offer advice, consultation, accept relevant referrals or signpost onto another agency.

CUSTOMER COMPLAINTS AND COMMENTS

We are committed to providing the best possible services so comments, compliments and are important to us. We will:

- Provide information on how to make a comment or complaint to the service
- Learn from comments and complaints and improve our services as a result
- Welcome any comments and complaints
- Investigate any complaints about our service in line with the timescales laid down in the complaints procedure



CONTACT DETAILS

You can contact the Central Referral Team via

Phone

0044 (0) 808 168 3111

Email

crt.bfsws@coreassets.com

polaris

part of the polaris community

T: 0044 (0) 808 168 3111

E: crt.bfsws@coreassets.com

www.forcessocialwork.com