

## Children and Young People's Social Care

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### If you are not happy with the service provided and want to make a complaint, please contact:

The Quality Assurance and Improvement Adviser (Representations and Complaints)

Post: CYPSQI, Borough of Poole, FREEPOST (RSHZ-GZLK-USLZ), Poole, BH15 2RU

Telephone: 01202 714740

Email: [qualityandimprovement@poole.gov.uk](mailto:qualityandimprovement@poole.gov.uk)

Website: [www.boroughofpoole/report](http://www.boroughofpoole/report)

**Please ask for a complaints leaflet**

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## Borough of Poole Children and Young People's Services

### ASSESSMENTS FOR CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES

## PARENTS AND CARERS GUIDE



## What is an Assessment?

Either you, or someone else, may contact Children and Young People's Social Care services for help if your child is having some difficulties, or if you are having difficulties which affect your child or children.

Before we can help you, we need to know more about you and your family. We will talk to you and other professionals who may be involved with your family. We will then discuss with you what might be done to help. This is the assessment.

You are welcome to involve someone to support you in the assessment, such as a friend, family member, or someone known to you.

When we look at your child's needs, we will consider them under the following areas:

- Your child's developmental needs
- How you are able to meet these needs
- Family and other factors which may have an effect

Not everyone who has an assessment will need to receive a service. In some situations a shorter, initial assessment will give us all the information we need to provide help or advice to you. In others, we may need to look at your circumstances in more detail and carry out a longer, Core assessment. The Core assessment should be completed within 35 days.

## What will happen?

A social worker will take the lead on the assessment, and will usually meet with you and your children if they are old enough, a number of times. They will listen to any problems you have been experiencing, and how you think you can be helped.

They will talk to other professionals who are known to you, such as schools, Health Visitor and the family GP. They may also talk to other members of your family if this is relevant. The social worker will talk to you about this first.

We will take into consideration your ethnic and cultural background and if you need any information translated into another format such as Braille, large print, or another language, please let us know.

We will gather the information and write it down. The assessment will always be done in a way that helps you to have your say and encourages you to take part.

The purpose of the assessment is to draw up a plan of action to address the needs of your child or children, and what help you might need to meet these needs. You will be given a copy.

If you do not agree with the assessment or the plan, you will be able to record your views.

## What you can expect from us

- We know that with a little help, most families can sort out their own problems – our aim is to help you do that.
- We will listen carefully to what you say, give advice and, if necessary, offer support to help you.
- In a very small number of cases, there may be serious concerns about a child's welfare or safety. Making sure the child is safe is our first concern. Please ask the social worker to explain this to you as you have a right to know.
- Any information given to us will be held in confidence within Children and Young People's services. If there is a need to discuss or share this information with anyone else, we will ask your permission to do this whenever possible. The social worker will explain this to you.
- We will try our best to offer you any services you need as soon as possible. However, it might be that these particular services are not available straight away. If this happens, we will look for an alternative but we cannot guarantee to provide a particular service. We will keep you informed about what is happening.
- We will assess the needs of your child or children in a fair, equal and consistent manner.

## What will be expected of you

- We know that almost all parents want to do the best for their children. We want you to work with us so that we can look at all areas of your family life, both the strengths and the difficulties. In this way, we can together identify what support you may need.