

Children's Social Care

A guide to the assessment process
for Children and Young People



A social worker will go through this leaflet with you at the start of the assessment to make sure you understand what is happening.

An assessment

This is where a social worker asks questions about you and your family and with your permission talks to other professionals who know you. This is to see what support you and your family might need, and whether Children's Social Care can provide any help. They should see you on your own, unless you do not want to.

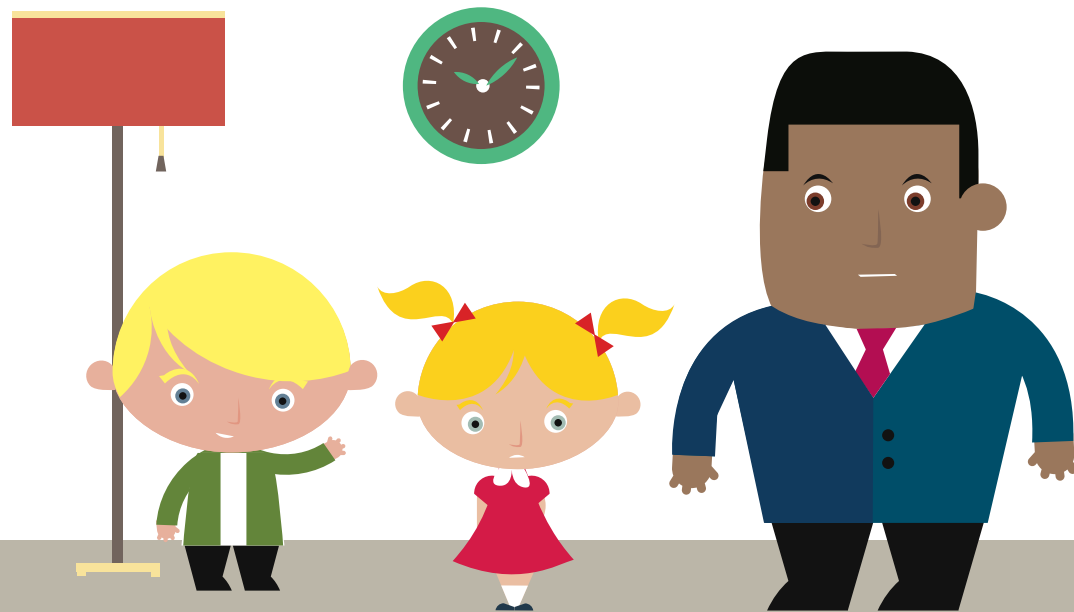


What an assessment is

Some assessments are more detailed than others depending on what your family situation is. They can take up to 45 days. The social worker will speak with you and your family, and others who know you, to find out what is happening in your life and what support you and your family might need. This is written down to make sure everything is included and nothing is forgotten, including your views and those of your family. This will be used to plan the best support. It involves different people who know you, such as your school. It also involves working closely together and having meetings with you and your family to plan and ensure we do the right things to help.

In assessments the social worker should:

- Find the best place to meet with you
- Be on time
- Listen to you
- Be honest and up front
- Give practical help if needed
- Make sure you know what's happening
- Make sure you understand what's in the assessment
- Give you a copy if you request it



Access to your information

You are entitled to know what information we hold about you. There is more information at the end of the leaflet about this.

Your input

Of course! We want to know what you think.

And...

If you are not happy with anything about the assessment you can talk to your social worker about it.

If you are still not happy, there is a complaints leaflet included in this guide. Hopefully we can sort out your problem before this. If not you can get an advocate to help you.

If you have any views on the assessment process tell your social worker. We are always trying to improve the way we work with children and young people.



How we will use your information

Your social worker will explain this to you. There is also information at the end of this guide to help you.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well. You can call complaints and feedback on

01772 539414

You can also use the online form on our website:

**www.lancashire.gov.uk/haveyoursay
complaintsandfeedback@lancashire.gov.uk**

You can write free of charge to:

Complaints and Feedback
 FREEPOST RTKC-HBTA-TZRK
 Po Box 1337
 County Hall
 Preston
 PR2 0TG

You can contact advocacy services who will help you to complain at:

Children's Society in Lancashire
 Unit 12, Eastway Business Village
 Olivers Place
 Fulwood
 Preston
 PR2 9WT

Freephone: **0800 005 6324**

Email: **crl@childrenssociety.org.uk**

or visit: **www.childrenssociety.org.uk**

You can also contact **Talkzone** on freephone who will pass on your complaint or comment

0800 511111

Text **07786 511 111**

Visit **www.lancashire.gov.uk/youthzone**
 and click chat online

(365 days a year, from 2pm to 10pm).



Information sharing

Lancashire Children's Social Care and Personal Information

When you are in touch with Children's Social Care, we will keep information about you in written records and computer files. We will keep this information confidential, and if there is a need to discuss this information with anyone else, we will normally ask for you or your parents' permission. The only exception to this is if information comes to light which, in the social worker's view, may mean you or someone else is in danger. If this is the case, you will be told what your rights are in this new situation. We can give you more information about how we handle personal information. Phone **01772 636693** for our factsheet 'Your Personal Information'.

The use of your information

We want to offer a wide range of Social Care Services that meet your needs and will give you the best possible care. To help us do this it is important that all agencies (for example health, education and housing) can – within reason – share information about your welfare. We will keep information about your care within your care record folder, or in computer systems.

Access to your records

You are entitled to know what information we hold about you. If any of your details are wrong, tell us and we will correct them. If you would like access to your information you should apply in writing. You can either send us a letter or complete the request form attached to this document. Applications should be sent to:



The Data Protection Officer
PO Box 100, County Hall
PRESTON, PR1 0LD

Your Feedback

When there are important issues in your life, you may like to write these down rather than speak directly to your social worker. You can use this space, then give to your social worker or just hand it in or post to the customer feedback address.



