

What are my rights?

The assessment is being carried out on a voluntary basis. If you want Children's Social Care to stop the assessment or do not wish to take up any services offered you can inform them and they will end their involvement. The only time that this would change is if information came to light that poses a serious threat to your children. In this situation Children's Social Care would inform you of their concerns, your new rights and what will happen next.

What if I don't agree with the assessment?

Hopefully you will have been actively involved in the assessment, however, if you have not or you are unhappy with and explain why. The social worker should record your view and amend inaccuracies. The social worker cannot change any factual information received from another agency and will not always change their assessment of the situation. They should always record your views. If you still cannot resolve the problem you can make a complaint through Children's Complaints and Information Access Services. Ask your social worker for a Comments, Compliments and complaints leaflet or contact Children's complaints and information access service at Children's complaints and information access service

Information Governance and complaints
Municipal Offices, Town hall Square
DN31 1HU

Tel 01472/ 326427

Res-customerservices@nelincs.gov.uk

Further Advice

Family members need to be clear about the involvement of all agencies and how any involvement or decisions affect them. So it is important that if you are not sure about the process, or why any particular agency or individual is involved you should ask questions.

Family Right Group- Advice Line

Provides confidential advice for families whose children are involved with Children's Social Care

Telephone Monday-Friday
10.00am – 3.30pm:

0808 801 03 66 (Freephone)

e-mail: advice@frg.org.uk

Website: www.frg.org.uk

Write to:

Family Rights Group
The Print House
18 Ashwin Street
London, E8 3DL

If you would like to receive this information in another language or in another format such as large print, Braille or on audio tape please contact Children's Complaints and Information Access Services.

This leaflet is available from the Local Safeguarding Children Board at www.nelincs.gov.uk/lscb

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A Guide for Parents and Young People... Assessments

North East Lincolnshire

LSCB

Local Safeguarding
Children Board



What is an assessment?

Either you, or someone on your behalf, have asked Children's Social Care for help with some difficulty that affects your children.

To find out what is causing the difficulty and the best way to help Children's Social Care will speak to you, and with your permission, other professionals. This is called an assessment. Once the information had been gathered, Children's Social Care will work with you to look at what services, if any, are needed to improve things for your family.

What do Children's Social Care actually do?

- They will speak to everyone involved in the family and ask them what they think the difficulties facing the family are and also what they think the strengths of the family are.
- They will look at what affect the problems are having on the children
- They will look at what difficulties you need support with and what strengths can be built on
- They will set down an agreement with your family about what difficulties and needs of the family are, what help can be offered either from Children's Social Care another agency and what the plan is to meet those needs.

What can I expect from Children's Social Care?

Children's Social Care want to work with you. They need your special knowledge of the challenges and strengths of your family. They will listen to what you have to say, offer advice and if necessary, support to help improve things. They will want to speak to the children and, to allow them to speak freely we usually ask to see the children on their own.

As a parent, the best way you can help is to explain to your children that the social worker is trying to find ways to help the family and that the children should speak freely to the social worker.

The social worker may use drawings, writing or toys to talk to your children, if they find holding a conversation difficult, maybe because they are too young or too shy.

Children's Social Care know that with a little help most families can sort out their problems. There are a lot of families that need services from them so they may not be able to help immediately or it could be that another agency can offer you the service you require, and with your agreement you will be referred on to them.

At the end of the assessment you will be given a copy of it.

Children's Social Care will keep the information they have gathered confidential and only share it with the

other agencies with your permission. However, if the concerns become more serious, the information may be shared at a child protection conference or in Court. In this situation you will be advised of your rights and what will happen next.

What will Children's Social Care expect from me?

Children's Social Care can help you best if you are honest with them about the problems you are experiencing, and what you think will help your family. They will also ask you to keep your appointments and advise them if there are any changes in your circumstances.

Your involvement in the assessment is very important to achieve change and work towards less or no Children's Social Care involvement.

Who else will Children's Social Care Contact?

With your permission they may contact other people who know your family, for example, schools, doctor, health visitor, police, playgroup.

(For more information about your consent please ask your social worker for a copy of the leaflet 'A Guide for Parents to Giving Consent for Assessments and Enquiries.'