

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages. To obtain a copy in an alternative format please telephone 01344 352000.

Nepali

यस प्रचारको सक्षेपं वा सार निचोड चाहिं दिइने छ ठूलो अक्षरमा, ब्रेल वा क्यासेट सून्नको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गर्नुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف ، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔ اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000.

Child Protection Enquiries and Investigations:
Information for Parents and Carers
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Information on Single Assessment for Children and their families



Children, Young People & Learning
www.bracknell-forest.gov.uk

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5 Comments, Compliments and Complaints

What if I have a comment or compliment?

It is good for us to know what we are doing right and useful for us to hear your ideas about how we could be doing things better. If you have any compliments or comments about the service you have received, you can either contact the staff who have been working with you and let them know or contact their Team Manager in Children’s Social Care.

What if I am unhappy with the service I have received?

If you are unhappy with the service that you have received, in the first instance, you should speak to the staff who have been working with you, or their manager.

If you feel unable to speak to them, or you feel that they have not dealt with your concern satisfactorily, you can contact our Complaints Manager:

Complaints Manager
Children, Young People and Learning
Bracknell Forest Council
Time Square
Market Street
Bracknell
RG12 1JD
Telephone: 01344 351737 (direct line) office hours
Fax: 01344 352119
Email: childrens.servicescomplaints@bracknell-forest.gov.uk

Reviews

The care plan and how it is working will be reviewed at a minimum of 6 monthly intervals. For some types of care plan, the review may be more frequent than 6 monthly.

What can I expect?

You will be involved in putting together the care plan - this might happen at a meeting to which you (and your children if old enough) will be invited along with professionals.

You will be given a copy of the care plan which explains what services are to be provided and what the plan is expected to achieve.

You will be invited to attend any reviews of the plan.

You will get a copy of the review.

Concluding our Involvement

At each point in the assessment, care planning and review process, we will consider whether you and your family still need assistance by considering whether your needs could be more appropriately addressed by other services or other departments in the local authority. Please refer to our leaflet "Your Guide to Assessing Children's Social Care" for further information.

What can I expect?

You will be told when our involvement has ceased and the reasons for this.

You will be told what other sources of help and assistance might be available.

11 Who do I contact for further information?

Children's Social Care
Children, Young People and Learning
Bracknell Forest Council
Time Square
Market Street
Bracknell RG12 1JD
01344 352020
Fax: 01344 353105

Our opening times

Monday to Friday - 8.30am to 5.00pm

1 What is a Single Assessment?

Either you or someone else on your behalf, has asked for help with some difficulties you or your child are having which affects your child (or children). Before we can help you, we need to know more about you and your family. This will involve collecting information, talking the issues through with you and agreeing what needs to be done. We call this a Single Assessment. The assessment will help us to look at your situation and see what help and support you and your family need, and who could give that help.

In a very small number of cases, there will be serious concerns about a child's safety. Making sure that the child is safe is our first concern. Please ask your Social Worker to explain this to you. You have a right to know.

2 Where does the information for the assessment come from?

Information is gathered from:

- You and your family - the worker will talk to you your children, their parents, and perhaps to other members of your family.
- Other professionals and those who know you and your child - this will include teachers, health visitors, doctors, housing officers and voluntary groups.
- Records which are already held by Children's Social Care.

3 What will happen during my assessment?

During your assessment, information will be gathered and written down by the social worker and other professionals. You will always be encouraged to take part and have the opportunity to say what you think is best for yourself and your family.

We know that almost all parents want to do the best for their children, and completing the assessment will help the social worker to see the strengths you and your family have, as well as some of the difficulties you and your family may be experiencing.

When children are old enough to take part in the assessment, the social worker will encourage and help them to do so.

The assessment will take into consideration your ethnic and cultural background. If required, assistance will be provided in your first language.

4 What will the assessment cover?

When completing the assessment the social worker will look at a number of issues that may be affecting your child (or children) and family. The worker will find about the strengths and difficulties in the family by asking questions about:

- Your family's situation - including who is employed, money issues, housing, relationships within the family and those who support the family.
- How your children are - including their health, behaviour, school and friends, as well as their social and emotional well-being.
- The care of the children - including how well parent(s) or carer(s) are offering basic care, keeping the children safe, helping them learn, offering guidance and a stable home.

5 Are my views taken into account?

Yes. There is an explicit expectation that any assessment completed includes and reflects your wishes and feelings as well as those of your child.

Your views will be considered in deciding how help is to be provided, but because of the demand for services, it may not always be possible to meet your preferences.

6 What can I expect?

When you or someone on your behalf contacts our department, a decision about whether or not to offer an assessment will be made within 24 hours.

A professional contacting our department on your behalf will have talked to you and obtained your agreement to involve us, unless the professional has serious concerns about your child.

We will seek your consent before talking to other people and sharing information about you and your child, unless we have concerns about the safety of your child.

A worker will be identified to do the assessment and you will be given the name of the worker.

7 How long will my Assessment Take?

Working Together to Safeguard Children 2013 is clear that assessments should be undertaken within a maximum of 45 days.

It is a priority for Bracknell Forest Council that Children and their families receive a timely assessment and with this in mind you will be kept informed about the progress of your assessment and the likely timescale for completion.

8 What if I do not agree with what the social worker says?

You will be able to correct any factual errors, and, if you do not agree with what the social worker says in the assessment, there will be an opportunity for you to record your point of view on the assessment record.

9 What happens next?

Following the assessment if it is decided that services should be offered, then a new worker will be allocated to your family from one of the other teams within Children's Social Care.

10 Care Planning

The purpose of the Single Assessment is to draw up a plan of action to address the needs of your child (or children) and how you might need to respond to these. This is called care planning. The care plan will set out what services are to be provided and who is responsible for providing them. It will also say what changes are expected and how long this will take.