

How can I arrange to speak to a Social Worker?

Contact Lime Tree House to make an appointment to see a Duty Social Worker. You will be given details of which days appointments are available. In an emergency, a duty worker will be available to speak to you from 9am to 5pm Monday to Friday. Outside these hours contact the Emergency Duty Team.

Contact Details

Childcare Services

Lime Tree House,
Castle Street, Alloa.
FK10 1EX.

Tel: 01259 225000

Emergency Duty Team

For emergency situations out of office hours, at weekends or on public holidays telephone the following number to access the services of a Social Worker.

Tel: 01786 470500

Comments and Complaints

If you wish to make a complaint you can do this **without** contacting a social worker. Instead, you can phone or write to:

The Complaints Officer,
Social Services, Lime Tree House, Alloa.
Telephone: 01259 452367 or 452373.

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ چائلڈ کیئر سروس

اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو برائے مہربانی اسکو کونسل آفس لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔

گرین فیلڈ ہاؤس لائیم ٹری ہاؤس

ٹیٹلی بڈی روڈ کاسل سٹریٹ

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這文件內容是有關 兒童護理服務。
如你需要，我 可以用你的語言幫助你了解此文件的內容。請携同此文件到議局辦公室接待處查。辦公室地址如下：

Greenfield House 青田樓 Limetree House 檸樹樓
Tullibody Road Castle Street
Alloa Alloa
FK10 2AD FK10 1EX

Niniejszy document udziela informacji na temat Opieki Społecznej dla Dzieci.
Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

Greenfield House Limetree House
Tullibody Road Castle Street
Alloa Alloa
FK10 2AD FK10 1EX



Child Care Services



Information on Child Care Services within Clackmannanshire

Further information can be obtained on the Clackmannanshire Council website: www.clacksweb.org.uk.

Contact the Research & Information Service on 01259 452519 to obtain further supplies of this leaflet or to request any changes.



Introduction

The Child Care Service is committed to promoting the upbringing of children by their own families, whenever this is safe and practical.

We believe that children and young people should only be looked after by the Council when it is completely necessary, and for no longer than necessary.

- ▶ Children have the right to be cared for by their own family, in their local community (when this is safe and practical)
- ▶ Children have the right to protection from all forms of ill treatment or harm
- ▶ Children have the right to services which meet their needs
- ▶ Children have the right to be involved in decisions which affect them

The Child Care Service provides a range of services to children and young people and their families. These services are provided either directly by Social Services staff or in partnership with other agencies such as the Police, Health, Education Services or the Voluntary Sector.

The Service consists of:

- ▶ Social Workers
- ▶ Social Work Assistants
- ▶ Senior Practitioners
- ▶ Residential Workers
- ▶ Family Support Workers
- ▶ Administration Support Workers
- ▶ Substance misuse workers (for children and parents)
- ▶ Disability specific social work staff
- ▶ Staff who will assist young people and families with offending related behaviour

What does the Child Care Service provide?

When a child or young person is referred to the service, we will:

- ▶ Provide appropriate supports/services to assist children/young people and their families to overcome their difficulties. These services are provided through:

- * Provision of advice and guidance
- * Individual counselling
- * Parenting skills courses

This may include:

- * Supporting Children and their Families
- * "Looking After" Children and Young People
- * Preparing young people for independence
- * Meeting the needs of children with or affected by disability
- * Meeting the needs of children with or affected by mental health problems
- * Providing an out of hours emergency child care and protection service

- ▶ Attempt to identify and assess areas of difficulty or risk within families. Children and young people are at risk if they have suffered or are likely to suffer from:

- * Physical Abuse
- * Neglect
- * Sexual Abuse
- * Emotional Abuse
- * Non-organic failure to thrive

Social Workers often in partnership with the police, will undertake a skilled and thorough child centred enquiry/investigation and assessment of risk.

A child protection register records those children where a specific child protection action plan is felt to be necessary.

The aim of such services/monitoring is to reduce and prevent risk.

- ▶ Provide services to look after and support children in the community. This includes:

- * Recruitment, training and support to foster carers and carers offering short breaks to children with a disability
- * Arranging counselling, support and placement in relation to adoption
- * Post adoption advice/support
- * Family support and aftercare services
- * Provision of residential accommodation for children
- * Services for children with disabilities and their carers including assessment of the child and the carer's needs including assessment for special equipment
- * Future Provision Assessments carried out in conjunction with Psychological Services

Core Values of the Council

Commitment, Trust and Partnership

Openness and Accountability

Respect and Dignity

Equity, Fairness and Inclusion