

What can I do if I am not happy with the help offered?

The social worker should explain your rights to you when you first meet. If you are unhappy about something, speak to the social worker or to any other member of the group. If this does not resolve the problem ask to speak to the social work Practice Manager.

If you are still unhappy you can make a complaint to Customer First on 0808 800 4005.

Please remember that the CiN process is designed to help you meet your child's needs and depends on you consenting to the process and working with the help on offer.

Where can I get further information?

For information about Children's Services in Suffolk go to: www.suffolk.gov.uk/cyp.

This links to a number of other useful websites.

If you are concerned about an individual child, call Suffolk Customer First/Out of Hours Service on 0808 800 4005

Need further copies of this leaflet?

Contact: shirley.coleman@suffolk.gov.uk

Alternatively you can download copies of this and all of the other LSCB leaflets on our website: www.suffolkscb.org.uk

If you need help to understand this information in another language please call **08456 066 067**

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo.

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer.

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন

Bengali

بەم زانیاریەشێنی ئە ب ت گەهێنتی دە یارمەر پ و سرتیت بەگەهێ بەکە. وە ی خوارەم ژمارەن دی بەهێو بەزمان کێ نر تکیایە

Kurdish

如果你需要其他語言來幫助你了解這些資訊，請撥以下電話。

Chinese

اگر شما نیاز دارید که این اطلاعات را به زبان دیگری دریافت کنید لطفاً به شماره زیر تلفن کنید.

Farsi

If you would like this information in another format, including audio tape or large print, please call **08456 066 067**.

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Suffolk Safeguarding Children Board

Support for Children & Families



Issue: January 2012

www.suffolkscb.org.uk

This guidance explains the support provided by Children's Social Care along with other agencies, how help is delivered and how you can get further information.

Reasons for needing support through a Child In Need Plan:

The Local Authority is required to give support to children and young people if their 'health or development' is likely to be affected without services to help them.

Sometimes another agency will recognise that your child has difficulties, or that the family is under stress, and make a referral to Children's Services. They would normally consult you about this.

Parents/ carers or young people can also ask for help themselves by

approaching any professional involved with their child, such as school teacher, nursery worker, health visitor or GP.



How will we be helped?

An assessment of your child's needs will be made either by a professional already involved with your family, or by a social worker.

Extra support may be arranged by that person, or they may call a meeting of the people normally involved in your child's life, known as the Team Around the Child. You will be an important part of this Team. If they think you need more help they may, with your agreement, ask Children's Social Care Services to consider what extra help may be needed.

A social worker will contact you to do an assessment - called an 'initial assessment'. This will involve a home visit when the social worker will speak to you and your child. They may also speak to other professionals involved with your family. The social worker should share their initial assessment with you and provide you with a copy. If the social worker's assessment is that your child has needs that require additional help and support, they will offer this on the basis that your child is a Child in Need of additional services.

This whole process should be done with your agreement, and with you being fully informed and involved. You can stop the process from happening if you choose, unless there is information that indicates your child 'is suffering or is likely to suffer significant harm', in which case the social worker has a legal duty to continue their enquiries.

The social worker will arrange a Child In Need meeting. You will be invited, with your child, where appropriate. The social worker and any other professionals attending will work with you to draw up a Child In Need support plan. The same group will meet regularly to check that things are improving for your child.

What happens as things get better?

When things have improved to the point that you and your child no longer need this support the group may decide that a lower level of support would be best - or that your child's needs can be met by everyday support that all families use such as the school or doctor. Children's Services will withdraw from the case and your child will no longer be a Child in Need, but you will not be left unsupported if you still need help.

