

Contact Us

We value your feedback to improve the quality of our services. If you have feedback regarding your experience with the team please contact us on the numbers below or scan the attached QR Code.

For further information please visit:

<https://beta.southglos.gov.uk/children-and-families>



Contact Details

Telephone:

01454 866000 (office hours)

01454 615165 (out of hours / weekends)

Email: accessandresponse@southglos.gov.uk

Office hours are Monday to Thursday 9.00 – 5.00 and Friday 9:00-4.30

This document was created in partnership with the Lived Experience Team for more information to join please contact:

LivedExperience@southglos.gov.uk



Access and Response Team

Child and Family Assessment

Childs Name _____

Social Worker _____

Referrals ➡ Access Team ➡ Response Team ➡ Assessment

Process

Once a referral is received this will go to the Access Team who will look through all the information and make the decision **about** whether an assessment from a Social Worker is required.

The assessment will be completed by a social worker in the Response Team and shared with yourself which will make a recommendation from above and if needed a plan of support for your family.

Feeling Worried?

We know that for some people that having a Social Worker involved with your child and family can make parents feel worried. We will work with you sensitively to discuss worries with you and work with you to get the right sort of support for you and your child to keep them safe. We want to build on the many things you are doing well.

Outcomes

- Social Care involvement ends.

- Further Social Work Support from a local or specialized team.

Sharing Information

The social worker will either ask and/or get consent in writing to speak to professionals who know you, your child and your family.

The social worker needs to speak to professionals who know you, your child and family so that we can understand your families situation, your child's life and what support you have and may need to help keep your children safe. We will involve you, professionals and people within your wider family and network in plans to help keep your child safe.

In some cases of Child Protection assessment consent is not always needed, but you will be made aware of who we have spoken to and the reason why.

The Agencies we may get information from include:

- The child's G.P. or health visitor,
- The child's school
- or any other agencies who have been involved such a domestic abuse service, substance misuse service, CAMHS etc.

Please see the information on our website about sharing information:

[General privacy notice | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk)

Outcomes of Assessment

When the assessment is completed the Social Worker will share this with you. This will include all the strengths; the things you are doing well and safety around your child, the potential harm and worries and a plan to help keep your child safe and support you and your children.

The assessment will recommend whether a Social Worker is needed longer term to continue to support your family.



Introduction

South Gloucestershire Children's Service's works with children, young people and their families who are having difficulties and are in most need. We aim to support you and your family at what will likely be a difficult time in your lives.

We work with a child who is at risk of significant harm, a child who is experiencing the effects of family breakdown or a child who is in need of services to promote their health and welfare. We want to keep children safe. When a child is likely to be at risk of, or is experiencing significant harm, we have a statutory duty to safeguard children under the Children Act 1989. This means that a Child and Family Assessment will be completed, working alongside you and your family.

“Safeguarding is everyone’s business.”

Consent

Your consent must be given before we complete an assessment. It is only when there are concerns about the safety of a child that we can complete an assessment without consent.

Sections of the Children’s Act (1989) an assessment can cover

Section 17 – Child in Need of Support

A Child in Need is a voluntary assessment working in partnership with the family. It is completed where there are concerns about a child for a variety of reasons are in need of support and services to keep the child safe and ensure their health and welfare.

Section 47 – Child in Need of Protection

A Child Protection assessment is statutory, and consent is not necessary. This assessment is completed when there are concerns that a child is suffering or is likely to suffer significant harm.

The Social Worker will see your child/ren alone and gather their views, they will meet with you and talk to professionals who know your child and family. They will keep the family informed and involved in the process.

What happens during an assessment?

During the assessment a Social Worker will visit the family home where the child lives and see their bedroom. The Social Worker may go to the child’s school to gather their wishes and feelings to understand their life. If needed they may speak with the wider family members and people in your network like close friends, neighbors etc to make a plan to keep your child safe. A social worker will explain why they are involved and gather information from professionals.

Why are we involved?

Parents, other family members, the general public and professionals such as schools, police, GP's etc will make contact with the Access Team on 01454 866000, if they are worried about a child and their families situation. The Access and Response Team (ART) are the "front door" of children's and young peoples' services in the council.

A Social Worker from the Access Team will contact with relevant people known to the family to gather information to make a decision about whether an assesmnet is needed for your child.

The Access Team can provide information and advice and signpost the referrer and family to other services, or an assessment may be undertaken. They will then let the and referrer and the parent or carer know what action will be taken.

If an assessment is needed, this is passed to the Response Team where a Social Worker will contact you and support you during the assessment process.

Before we can help you, we need to know more about you and your family. This will involve collecting information, talking through with you what the issues are for your child and family and agreeing what needs to be done. We call this an 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.



What can I expect?

The child's Social Worker is there to work with your family. They will discuss with you what is happening during the assessment and gain your views and feelings on areas needing support.

A Social Worker and/or a Social Work Assistant will visit you and your child within 5 working days of agreeing an assessment is needed. This is to meet you and your child to get a better understanding of your families situation and discuss the assessment process.

We will talk with you about the worries in the referral, what is going well for you and the children and make any safety plans together to help keep the child safe.

You and your Child's Social Worker will agree how many visit are needed to you and your child during the assessment. As a minium this will be every 20 working days after the first visit.

We aim to have completed the assessment and share this within 45 working days. Following from this if additional support and direct work is needed we will have a clear plan of support for you and your family.

An assessments should be completed alongside parents, carers, children and young people. Although the assessment is to gather information and gain a better understanding of your child's needs, the Social Worker can start some support work during the assessment with your family if needed and this doesn't always have to wait till the assessment is completed to offer you support.

“Every child and young person in South Gloucestershire will have the best start in life, thrive and be prepared for a successful adult life” – South Gloucestershire Council Values
