

BUSINESS REPLY SERVICE
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Social Work Headquarters
East Dunbartonshire Council
2/4 West High Street
Kirkintilloch
G66 1AD

List of useful Social Work addresses

Advice & Response

126 Cowgate
Kirkintilloch
G66 1HF
Tel: 0141 775 1311
Fax: 0141 578 0051

Kirkintilloch Area Team

2 Luggiebank Road
Kirkintilloch
G66 1HF
Tel: 0141 775 2110
Fax: 0141 777 6450

Milngavie & Bearsden Area Team

38 Stewart Street
Milngavie
G62 2BW
Tel: 0141 570 2400
Fax: 0141 955 0197

Bishopbriggs Area Team

1 Balmuildy Road
Bishopbriggs
G64 3BS
Tel: 0141 772 6384
Fax: 0141 762 4677

Social Work Headquarters

William Patrick Library
2/4 West High Street
Kirkintilloch
G66 1AD
Tel: 0141 775 9000
Fax: 0141 777 6203

Other formats

This document can be provided in large print,
Braille or on audio cassette and can be
translated into different community languages.
Contact the Public Affairs Unit at: East Dunbartonshire Council,
Tom Johnston House, Civic Way, Kirkintilloch G66 4TJ,
tel 0141578 8000

本文件可按要求翻譯成中文，如有此需要，請電 0141 578 8152。
Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu 0141 578 8152
अनुवाद करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0141 578 8152 पर फोन कीजिए।
ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0141 578 8152 ਫੋਨ ਕਰੋ।
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Social Work
Children & Families

Childcare
Reviews

A leaflet for
children and
young people

Ref: SWCR 2
March 2008

This is a leaflet to explain why we have these meetings, and how you can have your say.

Why?

By law we have to review care plans for children and young people, and your opinions and ideas are very important to us. The purpose of the meeting is to look at your situation and draw up a plan. Hopefully, this plan is something you can help draw up and will give you a chance to have your say.

How?

We think it is very important for you to come to your reviews and tell us what your views and wishes are. We know meetings can be difficult for young people to come to so we try to make them as easy as possible. We know some of the discussion can be about matters that you feel embarrassed, sad or angry about, or that make other people upset. We try to make sure the meetings are kept in control so we all know what the plan is and what is expected of each of us. If you would like someone to speak on your behalf, or you would like to write something down for your meetings, that would be fine. To help you put your point of view across there is a form you can use if you want - ask your social worker for it.

If you would like someone to go with you for support, this may be okay too. However, it is best to check this with your social worker first (partly because people who go to the meeting need to be clear about matters like confidentiality and so on).

How long?

Usually the meetings last for just less than an hour. If people need a break or refreshment, we try to organise this.

How often and where?

Where possible we try to hold meetings at places that suit you - tell us where you would like a meeting and we will try to arrange this. A possible place would be your own home, where you are placed, a resource centre or a Social Work office and so on.

Who will be there?

Hopefully, you and your parents, carers and social worker. Other people may go for all or perhaps just part of the meeting, for example, your guidance teacher may come and the review officer. Their job is to arrange and lead the meetings, see that the meetings are calm and sensible, and see that a clear plan is formed. We try to keep the number of people at meetings small so you feel more able to put your point of view across.

When?

We can hold meetings at a time of day that suits you and the other people who are invited. We sometimes have them after school hours so you do not have to take time off. If you have a time that you would prefer, please tell your social worker or carer.

What you can expect from your review

You will have a care plan explaining what is going to happen and who will support you. We will review this plan regularly. If you are living at home, we will hold the first review within three months of the date the local authority began to look after you (that is, your children's hearing date). After that, reviews will take place at least every three months.

If you are living away from home (for example, in foster care) we will usually arrange a first review within three days of this happening. This is called a post placement planning meeting. We will arrange other meetings every three to six months after this. If you are living away from home in secure accommodation, we will hold reviews every month to make sure you are not in secure accommodation for a moment longer than necessary. If you are living away from home, your childcare review will discuss any education or healthcare needs you have, as well as any offences you have committed.

We hope this leaflet has helped explain what reviews are about. We also hope that you will feel able to put your point of view across, either by telling us direct at the review, writing it down for the review or asking another person to say it for you.

If there are other things that you want to talk more about on reviews, you can speak to your social worker, carers, parents or contact us direct on 0141 775 9000 and ask for the Care Plan Review Officer.

Regulated Services

If your complaint is about the Regulated Care Service, you can also contact the Scottish Care Commission. Regulated Care Services include Residential Care Homes for Children and Young People or Adults, a Support or Day Care Service, a Home Care Service, a Housing Support Service or a Fostering or Adoption Service. Please note the Care Commission will generally advise you to have attempted to resolve your complaint locally before making contact with them. For East Dunbartonshire Council area, the contact address and telephone number is:

**Care Commission
Central West Region
4th Floor
1 Smithhills Street
Paisley, PA1 1EB
Tel: 0141 843 4230**

Would you like to comment on the service you get?

If you would like to make a suggestion, comment or complaint about the service you have received from us please speak to a member of staff at your local area office. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Comments, suggestions & complaints about Social Work' at your local office, which explains how to comment in writing or by phone. If we are unable to resolve your complaint to your satisfaction, you will then have the right to refer the matter by writing to:

**The Scottish Public Services Ombudsman
4 Melville Street
Edinburgh EH3 7NS
Tel: 0800 377 7330
Email: ask@spsos.org.uk**

You must do this within 12 months of first being notified of the matters you are complaining about.

Is this leaflet useful?

We would like you to tell us if this leaflet was useful. Please complete the tear off slip overleaf and return it to us (no stamp required).

Is this leaflet useful?

Does it answer your questions? If you think we can improve this leaflet, why not complete the tear off strip and return it to us.

Name:

Address:

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When and where did you get this leaflet/booklet from?

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If you took it from a reception point, were the staff helpful?

Yes No

Was the leaflet/booklet easy to obtain?

Yes No

Was the layout of the leaflet/booklet easy to follow?

Yes No

Was the information:

Understandable? Yes No

Useful? Yes No

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Your comments:

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Please detach the form along the perforated line