

Customer Service Matters

Children & Family Services

When you	We will
<p>Make a referral</p> <p>A referral is an accepted request to the Local Authority for an assessment for services.</p> <p>This will require making contact with the child and parent/carer and the relevant agencies/settings. All child protection concerns will proceed to a referral.</p>	<p>Consider and make a decision on the referral within 24 hours.</p>
<p>If you are eligible for an assessment.</p> <p>An assessment is sitting down with an individual and working out what needs to happen to improve their situation, what they can do and what we need to do.</p> <p>An individual has a right to say no to an assessment, but the Service can still carry out one if we think a child/young person is at risk.</p>	<ul style="list-style-type: none"> • Involve you, your family and carers in the assessment. • Listen to your opinions about decisions that affect your life. • With you, identify what matters to you and the personal well-being outcomes you wish to achieve (and in the case of children, the outcomes which persons with parental responsibility wish to achieve to the child). • Look at what support and care you have a right to have. • Ensure you have a clear understanding of the outcome of the assessment and what will happen next. • Receive a clear explanation of any concerns where they exist and why this is unacceptable to the department. <p>All assessment should cover at least these five main areas:-</p> <ul style="list-style-type: none"> • Your personal goals or the outcomes you would like to see. • What things would stop you reaching your goals. • What's going on in your life and around you. • Your own strengths and what things you can do to help themselves, and • Any risks that might impact on any of the above.

<p>If you are assessed as having 'eligible needs'</p> <p>After an assessment, if a person has needs for care and support, we will be required to consider what could be done to meet them.</p>	<p>Work with you to design a care and support plan setting out:-</p> <ul style="list-style-type: none"> • Your personal goals and how you want to reach them. • What needs the plan will meet. • Who does what. • What's needed (including money) and where will it come from. • How to check the plan and make changes if needed. • Who is the main contact person who will make sure the plan happens. <p>We will also review the care and support plans on a regular basis to:-</p> <ul style="list-style-type: none"> • Consider the extent to which the delivery of the plan is meeting your needs. • How it has helped you and / or your family to achieve the outcomes. • Determine what support is needed in future, and confirm, amend or end the services involvement. <p>If we believe that the circumstances of a person with an 'eligible need' have changed, the Service must conduct a new proportionate assessment and revise the plan accordingly.</p>
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Anything you want to tell us?

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.

Let us know by e-mailing your.voice@denbighshire.gov.uk; by phoning 01824 706101 by filling a form on our website at www.denbighshire.gov.uk

