

What can I do if I am not happy?

We will deal with your questions, worries and complaints about how we use information about you fairly and efficiently.

If you are not happy about the decisions we have made, or want some advice, support or information on how to make a complaint, you should write to:

Customer Complaints Team - Buckinghamshire Council
Walton Street Offices, Aylesbury HP20 1YU

Email: complaintsandcomplaints@buckinghamshire.gov.uk

Children and Family Services Division
Children and Young People Services
Buckinghamshire Council

Local offices at:

Walton Street Offices Aylesbury Buckinghamshire HP20 1YU	Wycombe Old Library Queen Victoria Road High Wycombe Buckinghamshire HP11 1BG	King George V Road Amersham Buckinghamshire HP6 5AW
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Contact us:

Telephone: 0845 3708090

Typetalk: 18001 0845 3708090

Email: children@buckinghamshire.gov.uk

If you would like help understanding this document in your own language, please ask your Social Worker.



**Children and
Young People Services**

ABOUT YOUR CHILD AND FAMILY ASSESSMENT

**Information for families and their
children who use Buckinghamshire
Children's Services**

Why am I having a Child and Family Assessment?

The purpose of the assessment is to identify if any services are needed, what actions need to be taken, whether a more appropriate agency can help or if there is no further action.

What is a referral?

A referral is when someone contacts Children's Services because of concerns about the safety or wellbeing of a child. A decision is made on what action is needed in order to safeguard the child. All decisions and assessments are guided by the Children Act 1989.

Do I have a right to refuse?

Yes. A Child and Family Assessment is consent based. Although the assessment is within the best interest of your family, you have a right to refuse the assessment.

How long will it take?

The assessment process can take up to 45 days.

What happens once the assessment is completed?

The Social Worker will make a decision based on the information gathered during the assessment. The suggested outcomes are;

- No further action
- Section 17 Investigation (Child in Need)
- Section 47 Investigation (Child Protection)
- Referral to other agencies – this is a step down from Social Care.

Child and Family Assessment

Referral Received

1. A referral will be received into the Multi-Agency Safeguarding Hub (MASH) team. The MASH team will gather information from the referrer, the family, and other professionals if appropriate.
2. A decision is made whether a Child and Family assessment is necessary, under the Children Act 1989.

3. If an assessment is needed, it can be either under Section 47 of the Children Act, as immediate action is required, or Section 17 of the Children Act. Most assessments are under Section 17.
4. The assessment framework is used to gather information about the family.
5. To frame the assessment, the Social Worker will be asking a range of questions about you, your family and your children. This is all the necessary information that we need in order to make an informed decision to keep your children safe.
6. It will be a multiagency approach which involves obtaining information from health, education, housing, police and any other agencies that you may have contact with.
7. We may complete direct work with your child, depending on age, ability and the reason for the referral.

Assessment Framework

