

PROVIDING EXTRA SUPPORT FOR FAMILIES

If you or someone close to you is worried about your family's safety or thinks you need extra support to make life better for you all, they may ask Children's Social Care for help. This could be a friend, teacher, doctor, health visitor or someone in the neighbourhood.

In most situations, people like teachers and health visitors will talk to you before they contact us. Sometimes we may be contacted by an anonymous person and we will tell you when this happens.

WHAT HAPPENS NEXT?

We will visit to talk to you about any worries that have been shared and about the help you may need. We want to understand what is happening and what life is like for you and your child so we will ask you to let us talk to them too if they are old enough. We will complete a report, called an assessment, to help us to make sure that you are offered the right support.



children AT THE
heart OF **all we do**



City of
BRADFORD
METROPOLITAN DISTRICT COUNCIL

WHAT WE NEED TO KNOW

We will talk to you about family life. We know that being a parent can be hard sometimes so it is ok to tell us if you are struggling. We want to know how your child is doing at school and any concerns you have about them. We will talk to you about your family's health and mental health. We will ask about your family history too and the impact on you of practical problems such as housing and debt, so you may be asked to share information about your household income.

To help us understand what support you are getting now, it is important that we speak to other people who are involved with your family such as family members who are important in your child's life, your child's school, health workers or support services. We will ask you to give us permission to talk to them so that information can be shared. If you do not give us permission to share information this may make it hard for us to help you.

Before we speak to family members, especially where relationships are difficult, we will talk to you about the best way to do this. We will never share personal information about you with them without your permission.

We talk to your children about the good things at home and the people who are important to them. We will ask about the things that worry them or they want to change to make them feel safe and happy.



WHEN WE ARE WORRIED CHILDREN MAY BE AT RISK OF HARM

- We will explain to you clearly why we think your child may be at risk and our first job will be to work with you to see how these risks can be reduced.
- We may need to share information with other professionals without your consent if those people need the information to help us protect your child. We will always try to tell you when we intend to do this.
- In very rare situations we may speak to your child without your consent. We will only do this if we are unable to make contact with you or because we believe someone in the household may harm them if we do.



HOW LONG WILL IT TAKE?

We aim to finish the assessment in 10 working days. Sometimes we might need more time to complete an assessment, for example, if your family experiences issues that are very complicated or if we have to wait for information to be returned. Even in these cases, the assessment should be completed within 45 working days.

WHAT WILL HAPPEN AFTER THE ASSESSMENT?

When the assessment is finished, we will give you a copy so that you can read it and make comments. We will talk to you and your family about what we think might help and make a plan with you about next steps.

If you are unhappy about something, in the first instance speak to your Social Worker and we will try to sort it out.

If you are still not satisfied, then please contact the team manager. If you wish to make complaint, please write to:

FREEPOST BRADFORD COUNCIL

Please write 'Complaints Unit' at the back of the envelope.

Email:
complaints.officer@bradford.gov.uk

If there is anything that you do not understand or you want more information, please speak to your Social Worker. His publication can be made available

If you want to know what we do with your information, please have a look at our website:

www.bradford.gov.uk/open-data/data-protection/childrens-social-care-privacy-notice/

**WE TALK TO
YOUR CHILDREN
ABOUT THE GOOD
THINGS AT HOME AND
THE PEOPLE WHO
ARE IMPORTANT
TO THEM.**



DATA PROTECTION ACT 2018

I understand that:

- Bradford Council Children's Services can collect and hold information about me and my family for the purpose of providing support under the Children Act 1989.
- Information may be shared with other departments within Bradford Metropolitan District Council and other relevant organisations such as the NHS and school where it is legal to do so to support and protect my child.
- My information can be collated and monitored to make sure I receive the right support and services.
- I understand I can withdraw this consent at any time by speaking to my Social Worker.
- Bradford Council may be legally required to process and share information about me and my family without my agreement if there are grounds to believe my child is at risk of harm.
- I can speak to my Social Worker if I need more information.

I do / I do not* give consent to the processing and sharing of the personal information considered relevant for the assessment of the child/ren overleaf.

** Please delete as appropriate*

Should you choose not to consent to sign this form, please note that we may be legally required to process and share information about you without your agreement. This will only be if we think that your child is at immediate risk of harm. If you would like more information, please speak with your allocated Social Worker.

Continues on reverse



Child/ren's names

Name:

Date of Birth:

Name:

Date of Birth:

Name:

Date of Birth:

Name:

Date of Birth:

Name:

Date of Birth:

Name:

Date of Birth:

Parent/s and people with parental responsibility:

Name:

Date:

Signature:

Name:

Date:

Signature:

Other adults living in the household:

Name:

Date:

Signature:

Name:

Date:

Signature:

**‘IF YOU ARE UNHAPPY
ABOUT SOMETHING,
IN THE FIRST INSTANCE
SPEAK TO YOUR
SOCIAL WORKER AND
WE WILL TRY TO SORT
IT OUT.’**



This leaflet is available in other formats such as large print or braille. For more information call 01274 435600.



Bradford Children's Services

Margaret McMillan Tower, Princes Way,
Bradford BD1 1NN