



Children and Families

# Services for children and their families

A general guide

All photographs in this publication have been posed by models.

# Services for children and their families - a general guide



**S**ome children, young people and their families need help and support from the Children and Families Service.

This booklet gives details of the help available and also tells you how to go about getting that help.

## **INTRODUCTION**

Services are provided following an assessment of your needs by social workers who work in the Children and Families Service section of the city council's Children and Young People's Services.

## **We provide services which:**

- Help children and young people live at home with their families
- Keep them safe from abuse or neglect
- Support children and young people who are caring for others
- Help those with a disability
- Help parents to help their children reach their full potential
- Help children and young people with special needs
- Look after children and young people who can no longer live at home.

A child or young person is defined as being between 0 and 17 years old. In special circumstances, some services can be given to a young person up to the age of 21.

Services will only be provided after we have done an Initial Assessment. (See separate leaflet **What is an assessment? A guide for children, young people and their families**). In some cases a more detailed Core Assessment will be necessary.

### **GETTING HELP**

Social workers can provide information and offer advice and help on various problems.

They also do assessments with parents, carers, children and young people. These assessments will help us decide which services we can offer.

If you need help for any reason, or know someone that needs help you can telephone or visit the Duty and Assessment Team. They are based in the Civic Centre and you do not need an appointment. Full details are available at the end of this booklet.

### **WHAT HAPPENS NEXT?**

When you contact the Duty and Assessment Team you will be asked to give some basic details about yourself and the child or young person you are concerned about.

You will be asked what you think the problems are.

At the end of the conversation the social worker will decide what will happen next.

Sometimes the social worker will advise you that we cannot help. If possible they will advise you who else might be able to help.



If we are able to help then we will arrange to complete an initial assessment with you and your family.

If you are concerned about someone else and we can help we will contact that person.

### **SERVICES AVAILABLE AFTER AN ASSESSMENT**

#### **Family Advice and Support Team**

We have a special team that offers help, advice and support to families in need.

#### **Family Centres**

Staff at the Family Centres offer group work to address issues such as behaviour management. They can also offer support to parents involved with substance misuse or domestic violence. Staff offer a range of services to families requiring a high level of support

#### **CHILD PROTECTION**

We must investigate circumstances where children are at risk of harm or where their parents or carers are failing to look after them and



arrange for their protection.

If you suspect that a child or young person is at risk of harm contact the police or the Duty and Assessment Team. You do not have to give your name and address but this would be helpful.

### **DISABLED CHILDREN & YOUNG PEOPLE**

Services for disabled children/young people can include advice, aids to daily living, and in some cases short breaks away from home, to give carers a break..

Contact the Disabled Children & Young People's Team in the first instance or the Duty and Assessment Team.

### **FOSTERING AND ADOPTION SERVICE**

These teams recruit and support foster carers and adoptive parents for children and young people who cannot live with their parents or other relatives.

The adoption team also offers a counselling service for adopted people who wish to find out more information about their origins.

### **Fostering and Adoption Service**

Tel: 01902 553070 or

Freephone: 0800 0730 189

### **WHAT HAPPENS IF I AM UNHAPPY WITH THE ADVICE GIVEN OR MY ASSESSMENT?**

You should at first talk to the social worker who carried out your assessment. They may be able to sort out the problem quickly.



If you are still unhappy contact the Team Manager at the office which carried out your assessment.

If you are either pleased or unhappy with the way we have dealt with you, then you can contact:

### **Social Care**

### **Complaints and Compliments,**

Quality and Improvement  
Safeguarding Service,  
Jennie Lee Professional Centre,  
Lichfield Road,  
Wednesfield  
WV11 3HT

Tel: 01902 553047

E-mail: [wscb@](mailto:wscb@wolverhampton.gov.uk)

[wolverhampton.gov.uk](http://wolverhampton.gov.uk)

### **CONTACT NUMBERS:**

#### **Duty and Assessment Team**

(For all matters relating to support for children and families and for child protection concerns)

Civic Centre  
St Peter's Square  
Wolverhampton  
Tel: 01902 555392

#### Opening times

Monday to Thursday 9am to 4.30pm. Friday 9am to 4pm.

Telephone calls to the service will be answered between 8.30am and 5pm Monday to Thursday and 8.30am to 4.30pm on Fridays.

#### **Fostering and Adoption Service**

(For those interested in fostering or adoption or those wanting counselling about fostering/adoption)

Tel: 01902 553070

Freephone: 0800 0730 189

This information is produced by Wolverhampton City Council Children and Families Service. While every effort has been made to ensure accuracy no liability can be accepted for any mistakes or omissions that may have occurred. The information contained in this leaflet is intended as a guide only. For further information contact the social work teams.

This information can be made available in a  
range of languages and formats.

**Tel: 01902 554174**  
**[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)**

**Wolverhampton**  
City Council



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