



BFSWS

BRITISH FORCES SOCIAL WORK SERVICE OVERSEAS

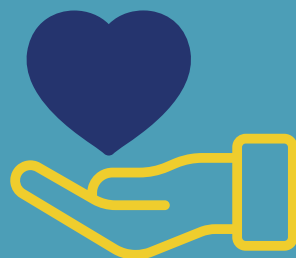


CHILDREN AND FAMILIES **SOCIAL WORK ASSESSMENT**

Information for people using our service

THERE ARE TIMES IN MOST PEOPLE'S LIVES WHEN IT CAN BE DIFFICULT TO COPE.

If you are having difficulties with one or more of your children, or are finding that the pressures on you is making it hard to give them the attention you know they need, it often helps to talk to someone or be given practical help. However, living in the service community, you are probably a long way from your family and friends. This is where the social work service may be able to help. We know that with a little support, most families can sort out their own problems. Our aim is to help you do that.



WHAT IS AN ASSESSMENT?

You may have contacted us yourselves, or someone else may have contacted us on your behalf if they believe that your children would benefit from extra help or support. When the social worker meets you, they will discuss with you the reason for contacting you and will listen to your views and those of your family. They will then assess whether your children need extra services, and if so, the best way to provide them. We will record this assessment on a form which we will give you to read, comment on and sign. You will be given a copy

of the assessment for your own records. During the assessment and before arranging any services, we always consider the ethnic, religious and cultural background of your family to make sure that we meet your children's needs in the most appropriate way. If there are specific issues you want to raise with the social worker in this area please feel free to do so. If you regularly care for a child or adult with disabilities you may be entitled to an assessment in your own right. This is called a Carer's Assessment. You can discuss this with the social worker.

HOW LONG WILL THE ASSESSMENT TAKE?



The social worker has up to 45 days to complete the assessment. Some assessments will be straight forward, others a little more complex depending on the situation. With your consent we will want to speak to other agencies who may be involved with your child and/or family so that we can share all appropriate information to make sure any services planned for your child and/or your family are tailored to meet your individual needs.

WHAT IS THE PROCESS?

When you, or someone acting on your behalf, gets in touch with us and asks for help or support, this is called a referral. If it seems from the referral that your child may need extra services a social worker will contact you to make an appointment to assess your child's needs.

WHAT IF I CAN'T MAKE THE APPOINTMENT?

When the social worker arranges to see you and your family to carry out the assessment, he or she will put aside time to do this and may have to travel to the appointment. If you cannot keep the appointment for any reason, please let the social worker know so that they can arrange another time for the assessment to suit you better.

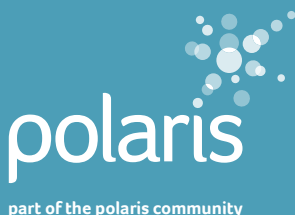


OUR DUTY TO YOUR CHILDREN

Your children are the main focus of the assessment. If at any time during the assessment we become aware of anything that may pose significant harm to your children we will need to take appropriate action. We will always let you know what your rights are if we need to take action. Whilst BFSWS would always seek consent, we can take action without your consent if a child is at risk of significant harm.

COMMENTS, COMPLIMENTS AND COMPLAINTS

We will give you more information on how to comment on the services you receive when you first contact us and when we have finished our assessment. We encourage people to give us feedback as this helps us to make sure that our service meets your needs.



CONTACT DETAILS

To contact your social worker, please contact us on:

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Email

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