

Youth Offending

Our Youth Offending Teams work with young people who have offended or are at risk of getting involved in offending behaviour.

Support for disabled children and their families

The three **Disabled Children's Teams** provide a range of services for children with complex health and learning needs. Care and support packages are agreed and include:

- Information and advice from our specialist staff working closely with colleagues in the areas of health, education and voluntary service.

Tell us what you think about our services

Please call our Complaints and Commendations Team on **0800 515875** if you wish to make any comments, compliments or complaints about our service. This number is free.

You can also e-mail: social.complaints@northyorks.gov.uk

- Planning for the future
- Short breaks in one of our three specialist residential centres or in family settings in partnership with Barnardo's and NCH.

For help and advice for all our services, phone the Customer Services Centre: **0845 034 9410**

E-mail: cru.customer.services@northyorks.gov.uk

8.00am – 8.00pm, Monday – Friday (except bank holidays)

9.00am – 5.00pm, Saturday

For social care emergencies outside these hours, call **0845 034 9417**
Calls are at local rate

Can I contact you in person?

General information only is available in the following locations. Staff here will assist with direct phone contact to the Customer Services Centre for further help and advice.

Harrogate Library & Information Centre

Victoria Avenue
Harrogate

Ripon Library & Information Centre

The Arcade
Ripon

Hambleton District Council

Civic Centre
Northallerton

Scarborough Borough Council

Town Hall
St Nicholas Street
Scarborough

Housing Reception

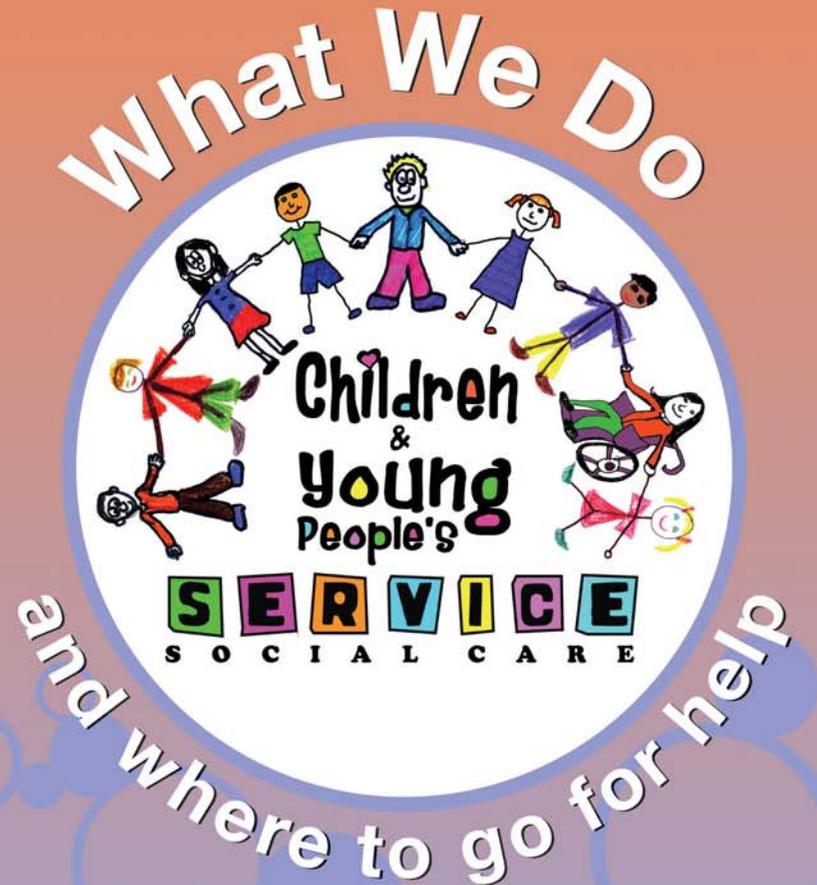
Civic Centre
Selby

Opening times of each centre varies but all are open from 10.00 to 4.00 Monday to Friday as a minimum (Ripon closes at 1.00 on Tuesdays). Ripon and Harrogate are open from 9.30 to 5.00 on Saturdays.



North

Yorkshire County Council



If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk



This leaflet tells you about some of the services offered by the Children's Social Care Service to support children and their families. We hope you find it helpful.

What are the main areas of work?

- Assessing children when they may be in need
- Supporting families when they need help bringing up their children
- Looking into situations where children may be suffering abuse or neglect and taking action that will protect them
- Looking after children who cannot live with their families
- Helping young people as they leave care and live independently
- Supporting disabled children and their families.

Assessing children's needs

With every request for a service, we firstly undertake an "initial assessment" of need.

This involves a social worker collecting information, talking this through with everyone and agreeing what might be done. This assessment should be completed within seven days.

Protecting children

If we receive information that a child or young person is suffering harm, we are required by law to make sure the child is protected. We work closely with families and with colleagues in local agencies such as health and education.

If you are worried that a child is being harmed, please do report your concerns to us (details of how to contact us are on the back page).

Helpful information about keeping safe for parents, young people and professionals working with children is available on the North Yorkshire Safeguarding Children's Board website. This website also contains the procedures that staff in North Yorkshire follow.

www.safeguardingchildren.co.uk

Supporting Families

There are **eight Safeguarding and Assessment Teams** and one **Initial Assessment Team** in North Yorkshire.

These social work teams are based in Skipton, Harrogate, Knaresborough, Selby, Scarborough, Colburn and Northallerton. They will work either with families who have asked for help or where other people have expressed concern.

Staff from these teams undertake the initial assessments. Working alongside our family support staff, the teams are well placed to offer practical support to families where needed.

Examples of the type of family support that we can offer include:

- Work with children using play and art to help them cope with, and make sense of their life experiences
- Groups for parents and carers to look at parenting skills, stress management or understanding their child's behaviour
- Individual practical and emotional support to parents to learn new strategies for caring for their children

All work is for an agreed period of time to help improve family situations.

Children's Centres

The Children and Young People's Service are setting up 28 children's centres across North Yorkshire. For young children under school age and their families, the centres will offer services such as child care, toy libraries and toddler groups.

Services in Extended Schools

Services are also being developed in all schools across the county to support children, young people and their families. Again this may include providing quality child care, holiday activities, parenting sessions or specialist support so that young people can get help when they need it. Community activities are also in development in many schools eg, sports or art facilities.

Children's Social Care are working closely with all colleagues planning and running both children's centres and extended schools to make sure that services work well together to benefit all children.

Looking After Children

We have a legal responsibility to look after children who cannot, for whatever reason, live with their immediate families. We aim to support children living with relatives, family friends or in foster families. We also have three small children's homes in the county looking after young people between the ages of 13 to 17 years.

We have four **Social Work Teams** for looked after children based in Ripon, Scarborough, Selby and Northallerton designed to work with agencies to get the best for those children living away from home.

Fostering North Yorkshire

recruits, assesses and supports teams of foster carers who care for children of all ages. There are many ways in which people can foster. Fostering ranges from being a permanent carer for a child or teenager through to our

short break schemes. Additionally we have specialist and treatment fostering schemes for children and young people with complex needs.

If you are interested in becoming a foster carer then please contact Fostering North Yorkshire on **0800 389 2362**.

We also have a legal responsibility to become involved where **private fostering** arrangements are being made. This is when children and young people are cared for on a private basis by a person who is not their parent or a close relative for more than 28 days.

Adoption

When children cannot be brought up by their own parents, we assist in helping them become permanent members of a new family.

Leaving Care

Our four social work teams for looked after children offer support to young people aged 16 to 21 (or 24 if in full-time education). They offer the full range of service required under the Leaving Care Act 2000 as young care leavers move into adulthood.