

Tell us what you think

What you think about the assessment of you and your family, help us to improve how we undertake assessments.

So please tell us the good things and the not so good things by completing the most age appropriate 'how did we do' questionnaire contained in the information pack.

Your social care worker is: _____

They can be contacted by telephoning: _____

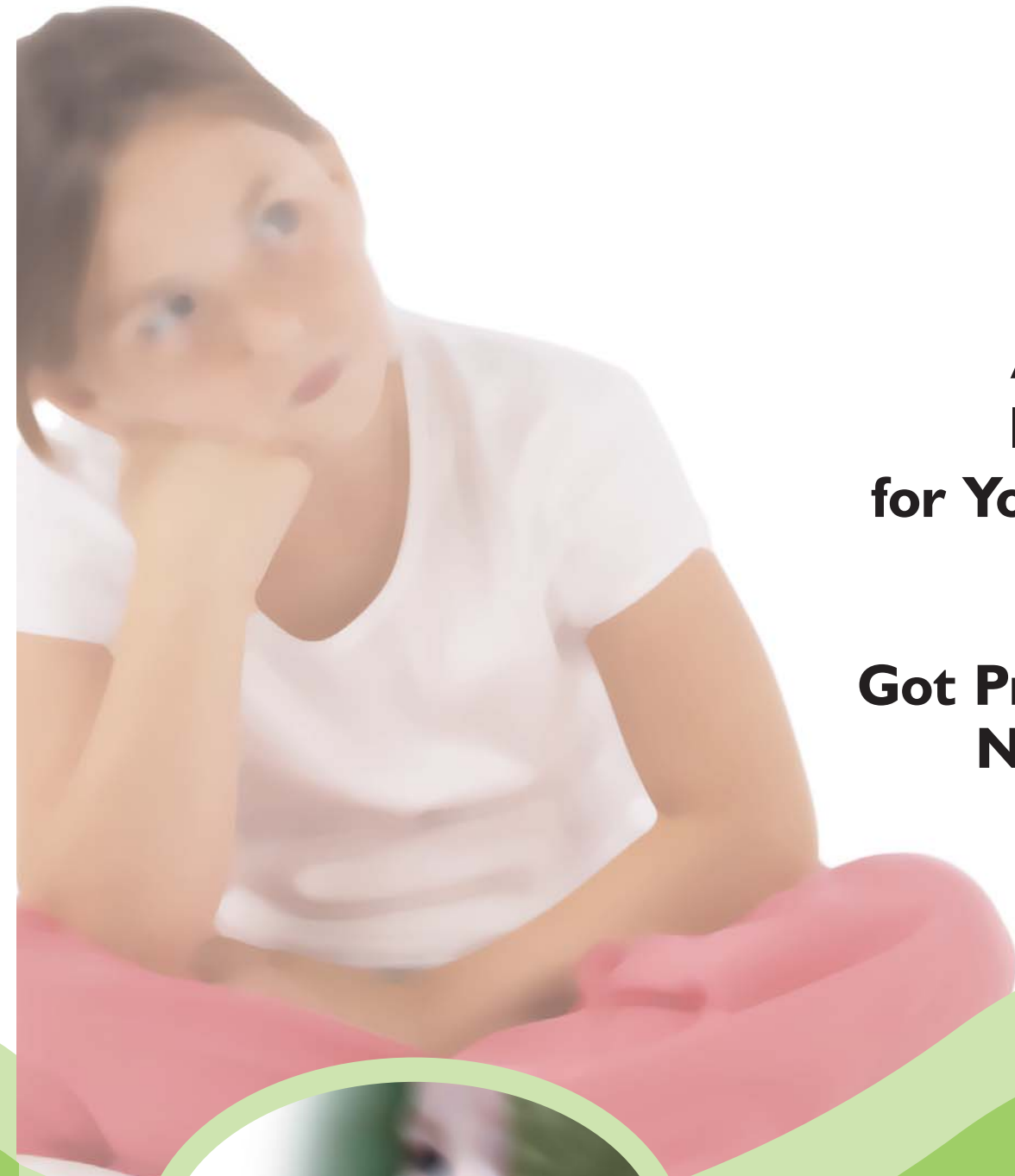


Assessing Children in Need and their Families



**Assessment
Information
for Young People**

**Got Problems?
Need Help?**



This booklet is also available in other languages, on audio tape or CD and in large print.

Contact the Department of Adult Services, Customer Relations Unit, Civic Centre, Millgate, Wigan, WNI 1AZ.
Phone: 01942 827173. E-mail: ssdcru@wigan.gov.uk

Children and Young People's Services promote equality and celebrate diversity
Website: www.wigan.gov.uk

What is an Assessment?

- Well it's not a test.
- It's not about a load of people giving you grief.
- An assessment is getting a clear understanding of what your life is like and what problems you are having.
- It's about working with you to sort out these problems.
- To do this a social care worker will collect information about your life by talking to you and people close to you, like your family, teacher, doctor and Connexions/youth worker.
- The information that is collected is talked through with you and your family, and then together we will decide what to do next.

ALL THIS IS CALLED AN ASSESSMENT

Why do I need an assessment?

An assessment is taking place because you, a member of your family or someone close to you, such as a friend or neighbour, has asked the Children and Young Peoples Service for help to sort out some problems.

An assessment allows us to build up a clear picture of what help and support you and your family need. It does not mean you are in trouble. It is simply a way to get help.

What happens next?

You will meet with a social care worker, who will help you through the assessment. The social care worker will ask your permission to share some of the information that you talk about with other people.

If during the assessment your social care worker thinks you or anyone else may be in danger they have a duty to pass that information to others so that you do not come to any harm. Your social care worker can do this without asking you first. They will discuss this with you and advise you of your rights.

You are the most important person during the assessment, so what you say about your life will make it easier for us to find the best way of helping you.

Everyone is different, everyone is important. The colour of your skin, your culture, religion, gender, the language you speak, your sexuality, whether you have special needs or a disability, are all of the things that made you an individual person.

Everyone has a right to be treated fairly. If you feel that your difficulties are not being understood please say so to the social care worker.

Once the assessment has shown what you and your families needs are, a plan will be written showing how you will be helped and who will help you.



What do we want from you?

We know that it can be hard to talk about yourself and your life to someone you do not know very well, but it is important that you try to be open and honest about how you feel and what you think.

Your life is not just about problems, there will be things in your life that are good and you will be asked to talk about these as well as the difficulties you are having.

What do we do?

We will listen to you, answer your questions and make sure you understand what is going on. We will complete our first assessment within seven working days. A more in-depth assessment, if needed, will be completed within 35 working days.

The social care worker will put all the Information into a written report that is clear and understandable.

Once the assessment has shown what you and your families needs are, a plan will be written, showing how you will be helped and who will help you.

Not happy with the Assessment!

In the majority of cases, if you are unhappy with how we are completing the assessment or the assessment outcome, we will try and sort out the problem. If we cannot sort it out, you have the right to complain to:

The Customer Relations Unit
Adult Services
Civic Centre
Millgate
Wigan
WNI IAZ

Tel: 01942 828085

E-Mail: ssdcru@wiganmbc.gov.uk

