



Nottinghamshire
County Council

Supporting Children and their Families

in Nottinghamshire

Social work

Family centres

Family resource
teams

Child protection

Fostering

Adoption

Young people
leaving care

Services for
disabled children



July 2004

About this leaflet

Nottinghamshire Social Services is part of the County Council.

Our main responsibility is to promote and safeguard the welfare of any child or young person. On this page we explain what that means.

Also in this leaflet:

- Some of the services we provide ... [page 4](#)
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- Other organisations which may be able to help ... [page 10](#)



Support for children in need

The Children Act 1989 says that children are “in need” if one of the following is true:

- They are unlikely to reach or maintain a reasonable standard of health or development without help.
- Their health and development is likely to be significantly impaired without help.
- They have a disability.

This includes children in the following groups:

- There are concerns about their safety and Social Services are making child protection enquiries, or their name is already on the Child Protection Register.
- They are already being looked after by Social Services in a foster home or children’s home, or they are over 16 and are being supported having left care.
- They have a permanent and substantial disability.

Other children who **might** be “in need” include those who:

- have developmental or health needs and it would help if we provided services
- have serious and persistent psychiatric, psychological, emotional or behavioural difficulties
- are homeless
- are offenders, or may be at risk of breaking the law
- are themselves caring for someone and need some help

Children may also be in need if:

- they do not have a parent or carer looking after them
- there is violence in the household
- they may be affected by family breakdown

Or if their parents or carers:

- need support to provide good enough care
- are young and without people around them to provide help
- have long-term health problems (including misuse of drugs or alcohol)
- have physical or learning disabilities



Assessment

This is how we decide whether we are able to provide support to children who might be “in need”.

If you have asked for help concerning your child (or someone has asked on your behalf) we will need to find out more about your situation. Then we can discuss what services are available.

The kind of support and practical help we offer depends very much on the needs of each child and their family, including their religious, cultural and social background.

A separate leaflet, **Your Guide to Social Services Assessments for Children and their Families**, explains all about this.

Contacting us

You can make direct contact with some of the services mentioned in this booklet. But where no other telephone number is given it means you will need to get in touch with your local Social Services office – see page 9.

Children's Information Service

tel: 0800 781 2168

website:
www.childcarelinks.org.uk

Some of the services we provide

Family support

Social work

Our social workers can offer advice, guidance and support. They can meet with you at your home or another convenient place.

Daycare

For information about childminders, daycare, nursery schools and other supervised activities contact the Children's Information Service.

Family centres

These offer lots of services for young children in need and their families. These include play opportunities, groups to help parents develop their knowledge and skills about parenting, and assessments of children's needs.

Family resource teams

These teams work with older children and their parents or carers when there is a risk of family breakdown. Help can include support groups and advice on parenting, behaviour and problem solving.



Child protection

Social Services has a duty to investigate any concerns about children being abused, whether by a member of their family or someone else. The concerns may be about physical abuse, emotional abuse, sexual abuse or neglect.

Fostering & Adoption

Foster families and children's homes

Sometimes children cannot live at home with their families – either for a short or longer time – and they have no relatives or friends who can look after them.

When this happens we will make arrangements for the child to stay with a foster family – or occasionally in a residential unit. If we are unable to find a family with the same ethnic background as the child, we can provide additional support through our mentoring scheme.

Support after adoption

Offers advice and support to children who have been adopted, families who have adopted children, and parents whose children have been adopted.

Priorities

There are many demands on our services, and sometimes we have to make difficult decisions about who to help first. We give priority to children who may be at risk of being harmed or excluded from their family, or who are already in our care,



Support After Adoption

tel: (0115) 978 7376

adoption@lindens
tel: (0115) 977 3459



Fostering Recruitment

tel: (0845) 301 8899

Forever Families

tel: (0845) 301 2288

Personal Adviser Service:

NCH

Ashfield & Mansfield

tel: (01623) 558619

NACRO

Bassetlaw & Newark

tel: (01623) 863699

Broxtowe, Gedling &

Rushcliffe

tel: (0115) 962 0035

Adoption records

To find out how you can obtain information from your adoption records, or trace your birth relatives, contact the Central Adoption & Fostering Unit or your local Social Services office.

Fostering and adoption recruitment

If you are interested in finding out more about fostering, please contact our Fostering Recruitment Team for an information pack. If you want to adopt a child, please contact our Forever Families Nottinghamshire Adoption Service.

Young people leaving care

If you have been looked after by the local authority you may be entitled to support from a team of aftercare social workers and personal advisors. There are also workers to support you in education, training and employment, and financial help may be available depending on your circumstances.

Private fostering

If you are looking after someone else's child – who is not a close relative – for more than 28 days, you need to let your local Social Services office know, as this is a private fostering arrangement.

Services for disabled children

Disabled children may need any of the services described in this leaflet. In addition, we may also be able to provide the following:

- Advice about grants for adaptations to the home.
- Equipment to make life easier.
- Help with the personal care of a disabled child.
- A sitter or befriender for a disabled child.
- Direct payments for families and young people to buy in a certain amount of support themselves, if they need a service we cannot provide.
- Short breaks overnight, either with carers or in a residential care home. This is for children with a very high level of need, where other services cannot give enough support.

We also assess the effect on families of caring for their disabled child, using a Carer's Assessment.

In addition we publish a magazine called *The Way Ahead* giving details of local services for disabled children, which is available from the Shared Information Network (SHINE).

Deaf Team & Team for Visual Impairment

tel: (01623) 433433

minicom: (01623) 433248

Disabled Children's Teams

Ashfield & Mansfield

tel: (01623) 433433

Bassetlaw & Newark

tel: (01636) 682700

Broxtowe, Gedling & Rushcliffe

tel: (0115) 914 1500



SHINE

tel: (0115) 846 5616

minicom: (0115) 846 5553

See also 'Finding Your Way' on the website:
www.fusion-4.org.uk



Welfare Rights

tel: (0115) 977 4018

email: welfare.rights@nottscc.gov.uk

website:
[nottinghamshire.gov.uk/
benefitsadvice](http://nottinghamshire.gov.uk/benefitsadvice)

Welfare Rights

Nottinghamshire Welfare Rights Service (NWRS) provides advice sessions in all areas and has specialist advice services for children and adults with disabilities. They also produce leaflets and factsheets about social security benefits.

Contact NWRS if you would like to know where your nearest advice session is, or you would like more information about their publications.

Youth Offending Teams

These teams include staff from the Police, Social Services, Probation, Education and Health. Together they work to prevent offending and re-offending by young people aged 10–17. This service is part of the County Council's Culture & Community Department.

Your records

We may have written records about you.

If you want to see them, please contact your local Social Services office.

How to get in touch with us

Social Services local offices are:

Bassetlaw

Chancery Lane, Retford
tel: (01777) 716161
minicom: (01777) 711730

Broxtowe

Broadgate House, Beeston
tel: (0115) 917 5800
minicom: (0115) 917 5808

Gedling

Sir John Robinson Way, Arnold
tel: (0115) 854 6000
minicom: (0115) 854 6210

Mansfield and Ashfield

Meadow House
Littleworth, Mansfield
tel: (01623) 433433
minicom: (01623) 433248

Newark

20 Balderton Gate, Newark
tel: (01636) 682700

Rushcliffe

The Hall, West Bridgford
tel: (0115) 914 1500
minicom: (0115) 914 1646

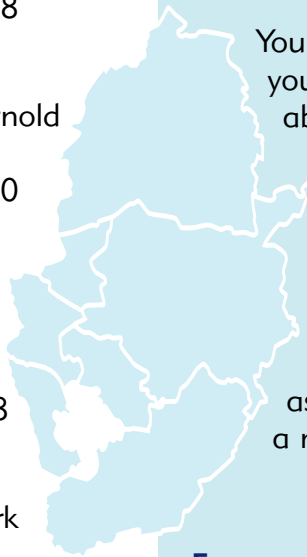
Social Services offices

are open 8.30am–5.00pm
Monday to Thursday (until
4.30pm on Fridays)

You can contact us yourself or ask someone to do it for you. Other people such as GPs or health visitors may also refer you or your child to us. Usually we expect them to tell you if they are doing this.

You can also tell us if you are worried about someone you know. If you wish we will keep your identity confidential.

If you need an interpreter, please ask someone to tell a member of staff.



Emergencies

Wherever you are in the County, in an emergency during evenings or weekends, contact the Nottinghamshire Social Services Emergency Duty Team on (0115) 844 7333

County Contact

For information about all local council services:

Gedling

tel: (0115) 901 3901

Mansfield

tel: (01623) 476800

minicom: (01623) 476820

Retford

tel: (01777) 713800

minicom: (01777) 713820

Sutton-in-Ashfield

tel: (01623) 476800

Your views

We welcome comments or suggestions which would help us to improve our services – please let the manager of your local Social Services team know.

If you are still unhappy you can make a formal complaint to:

Customer Relations Service
Melrose House
Waverley Street
Nottingham NG7 4HF
tel: (0115) 979 1125

Other helpful organisations

Alanon

For relatives of people with alcohol problems. **tel: (0207) 403 0888**

A Place to Call Our Own

For children with disabilities and their families. **tel: (01623) 629902**

Childline

Counselling service for children in danger or distress. **tel: 0800 1111**

Connexions

Information and advice for 13-19 year olds. **tel: 080800 13219**

Department for Work & Pensions

For all social security benefits. **tel: (0115) 979 3600**

Health

Contact your GP, Health Centre or Health Visitor. Or call NHS Direct (24 hours a day). **tel: 0845 4647**

HETTY'S

For relatives and friends of drug and solvent abusers. **tel: (01623) 658492**

Parentline

Helpline for parents under stress (evenings only). **tel: (0808) 800 2222**

Play Centre for Children with Disabilities and their Families

Play sessions plus training and advice for carers. **tel: (0115) 969 3432**

Relate

Counselling for people with relationship problems. **tel: (0115) 950 7836**

Samaritans

For anyone in crisis, lonely, depressed or suicidal. **tel: 08457 909090**

Shelter

Advice on all aspects of housing law. **tel: (0115) 911 0990**

Women's Aid Advice Centres

Advice and support for women experiencing mental, physical or sexual abuse. **tel: (0808) 800 0340**

Young Carers' Project

Support for carers under the age of 18. **tel: (0115) 912 8044**

The following organisations have offices throughout the county (see the Phonebook for details):

Citizens Advice Bureaux

An independent, free, information and advice service on all subjects.

Councils for Voluntary Service

Information about voluntary organisations and community groups.

District Councils

For information about housing benefits and accommodation.

Home Start

A voluntary support service for families with young children.

Solicitors

If you need legal advice.

Working together

We believe it is important to work in partnership with parents, carers and other family members – listening to their views and taking account of their wishes.

To make sure families get the best possible range of services for their needs we work closely with others, including Health, the Police, Housing, Education and voluntary organisations.



Solicitors are listed in the Yellow Pages.



Contact us if you would like further copies of this publication, or you need the information in a different language or format:



Communications Unit, Social Services Department,
County Hall, West Bridgford, Nottingham NG2 7QP

phone **(0115) 977 4025**

e-mail **communications.ssd@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



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