

A Guide to Social Work Services in Dundee



- The services we offer
- How to contact us
- The standards of service you can expect
- How to pay a compliment or make a suggestion
- What to do if you are not happy

SUPPORTING, PROTECTING AND CARING FOR PEOPLE OF ALL AGES

The Social Work Department in Dundee works with people when they need it most. We support, protect and care for people of all ages, and help them to take responsibility for their own lives.

This guide tells you about:

- the services we offer
- how to contact us
- the standards of service you can expect
- how to pay a compliment or make a suggestion
- what to do if you are not happy

THE SERVICES WE OFFER

Social work services are wide ranging and are delivered in partnership with colleagues in Education, Health, Housing, Police and the private and voluntary sector. Service users and carers are also key partners in getting the right services to meet people's needs.

The following information provides an easy guide to our services.

Protecting People at Risk of Harm or Neglect

If you are concerned about a child or adult at risk of harm or neglect, contact one of these numbers:

Dundee's Child Protection Line: **307999** Dundee's Adult Protection Line: **434019**

CHILDREN, YOUNG PEOPLE AND FAMILIES

Most children and young people are looked after within their own families with the help of health and education services. However, some children, young people and families will benefit from additional support.

Children's Services assess the needs of children and young people and offer a range of supportive services so that they can be cared for within their families, wherever possible.

Services include:

- family support
- care and accommodation for children and young people unable to remain at home
- child protection
- fostering and adoption
- preparation of reports for the Children's Reporter and the courts

Our aim is to promote the well-being of children and families and to help parents to care for their own children wherever possible, with minimum intervention. We work in partnership with parents and families to assist with children's and young people's needs and act together to provide the most appropriate support, given each family's particular circumstances.

Services include support, advice and assistance directed towards the safeguarding and protection of all children, family support, individual and group counselling, fostering and adoption services and residential and respite care. Aftercare advice, guidance and assistance is also offered to young people who were previously looked after.

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COMMUNITY CARE

Most people want to live their lives in their own homes and within their own communities. Community Care Services can arrange for a wide range of support which helps people with particular needs to live as independently as possible.

Services include:

- advice and information
- home care
- day care
- occupational therapy, equipment and adaptations
- respite/short breaks
- care homes
- supported accommodation
- social care response service
- Dundee Independent Living Centre



CRIMINAL JUSTICE

Criminal Justice Services promote and support community safety and crime prevention. Individuals are helped to tackle their offending behaviour and are assisted to live socially responsible lives.

Services include

- reports to the court to assist decisions on bail and sentencing
- reports for Parole Boards to assist decisions about early release from prison
- supervision of offenders in the community
- support to offenders on employment, substance misuse, housing and financial inclusion
- supervision of offenders on Community Payback Orders who are required to perform unpaid useful work for the community
- work with prisoners and their families whilst in prison and on release

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HOW TO CONTACT US

If you would like to discuss your need for social work services, please contact your current care worker or the following social work contact numbers:

Social Work Services For People Under 16

Care & Protection Intake Teams

Tel: 01382 307940

Social Work Services For People Aged 16 And Over

Social Work First Contact Team

Social Work Department,

Level 2, Dundee House

50 North Lindsay Street,

Dundee DD1 1NF

Tel: 01382 434019

Out Of Hours Service

Outside normal working hours, emergency enquiries are dealt by the Social Work Out of Hours Service during following times

Weekdays: 4.30pm to 9.30 am

Weekends: 4.30pm (Friday) to 9.30 am (Monday)

All public holidays are covered on a 24 hour basis

Tel: 01382 307964

Fax: 01382 307960

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DO YOU NEED WELFARE RIGHTS AND MONEY ADVICE?

The Welfare Rights Service provides free, confidential, specialist advice on benefits, tax credit and debt related issues.

Welfare benefits rules and regulations are complex, as is the law relating to credit and debt. That's why it's important that people in Dundee have access to services like the Welfare Rights Service where they can get independent advice and support.

You can contact us direct on our duty advice line which is open Monday to Friday 9.30am - 4.30pm.

Tel: 01382 431167

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THE STANDARDS OF SERVICE YOU CAN EXPECT

If you telephone we will:

- answer promptly usually within seven rings
- greet you courteously and give our name
- deal with your enquiries on the spot whenever possible

If you write or email we will:

- answer letters/emails within ten working days of receiving them
- ensure the information and explanations we give are clear

If you visit an office we will:

- greet you courteously and offer our assistance
- offer information which is clear and understandable
- offer you a private space if needed where you can discuss your enquiry

If we visit you at home we will:

- show identification before entering your home
- explain the purpose of our visit
- be polite, friendly and conduct our business efficiently
- let you know what is likely to happen as a result of our visit

If you request a service we will:

- respond promptly
- arrange the service agreed with you without delay
- ensure that you are able to contact workers or their supervisors when you need to
- involve you in decisions and give sufficient information to you to make informed choices
- help you achieve and keep the maximum possible independence
- respect your confidentiality
- respect your religion and culture
- treat you with courtesy and respect

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WHAT TO DO IF YOU ARE NOT HAPPY

If you are refused a social work service or you are not happy with the service you have received because it does not meet our stated standards or you have a need or a possible need for a service and have been refused an assessment or advice, you or someone acting on your behalf has a right to make a complaint.

Complaints are carefully logged, investigated and analysed. Recorded complaints provide the Social Work Department in Dundee with important feedback from our customers about our performance. Your confidentiality will be maintained and no discrimination will result from you making a complaint.

Complaints can be made in a number of different ways:

- using the form in this guide
- using the tear-off slip from the leaflet 'Your Right To Be Heard'
- in person at any local Social Work Office
- by telephone
- by email or letter (please do not forget to write your contact details)
- by completing the complaint form at Dundee City Council Website

We will write to acknowledge your complaint within five days and tell you the name of the person who will be investigating it.

Further information about the Social Work Department's Complaints Procedure is contained in our leaflet: *Your Right To Be Heard*.

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If you remain unhappy with the outcome of your complaint or the way it has been dealt with by the Council, you or your representative may wish to contact the Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh EH3 7NS or SPSO, Freepost, EH641, Edinburgh EH3 OBR (Tel: Freephone 0800 377 7330, Fax: 0870 377 7331, Text 0790 049 4372). You should do this within twelve months of the date of the original complaint.

Where the Care Inspectorate registers a service and you have difficulty in complaining to the care provider, you have the right to take your complaint directly to the Care Inspectorate, Dundee Regional Office, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Tel: 01382 207200

Tel: 0845 600 8331 (Local Rate)

Full details of the Social Work Complaints Procedure are contained in the complaints leaflet 'Your Right to be Heard' which is available from social work offices. It can also be accessed or downloaded from the Dundee City Council website.

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COMPLAINT FORM

Your Name:

Your Address:

Your Telephone No:

The best day/time to contact you:

Please state the type of communication support you need, if any (Interpreter, Large Print, Braille, Type-Talk, etc):

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.....

Please state which service is received:

.....

Name of the person receiving the service:

.....

Complete the following if you are acting on someone else's behalf:

Their name:

.....

Their address (if different from above):

.....

.....

.....

Postcode:

Relationship with you e.g. a relative, friend, advocate, etc (please specify):

.....

Do you have their consent to make the complaint? Yes No

FINDING OUT MORE ABOUT OUR SERVICES IS EASY

You can access a range of information about Social Work Services in Dundee from the Dundee City Council website:

www.dundee.gov.uk/socialwork/

If you do not have access to the internet at home, free access is available in all Dundee City Council libraries.

This information is made available in large print or in an alternative format that meets your needs.

Chinese	欲知詳情，請致電：01382 435825
Russian	Более подробную информацию можно получить позвонив по телефону: 01382 435825
Urdu	مزید معلومات کے لئے برائے مہربانی 01382 435825 پر فون کریں۔
Polish	po dalszą informację zadzwoń pod numer 01382 435825
Alternative Formats	For further information please contact the issuer of this publication