



A Guide to Social Care Services for Children and Families in Wrexham

(March 2010)

Read this leaflet to find
out how you can get help
from the Children &
Young People Service

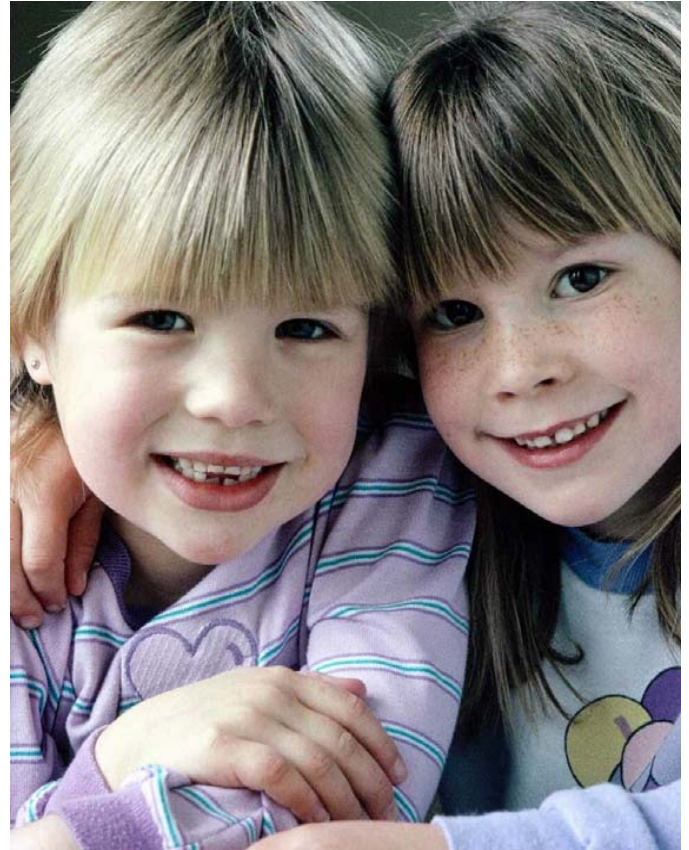
Children & Young People Service

Safeguarding & Support

Wrexham Children & Young People Service

There are three Council Departments providing services to children, young people and their families:

- The Learning & Achievement Department is responsible for universal services provided through schools
- The Prevention & Inclusion Department is responsible for the youth service, education social work service, the behaviour support service and the youth justice service
- The Safeguarding & Support Department is responsible for children's social care services.



This leaflet is primarily about the services provided through the Safeguarding & Support Department.

Safeguarding & Support

Who Can Safeguarding & Support Help?

The Safeguarding & Support Department provides services to children and their families who need support to deal with problems or stressful circumstances that could seriously affect a child's health and/ or wellbeing. Working together with other agencies, we can help to:

- Enable disabled children achieve their potential.
- Deal with the effects of family stress or conflict on a child.
- Make sure that children are safe and protected from abuse.
- Assist with parenting where a child or young person's behaviour is causing family difficulty.
- Look after children or young people who are unable to live with their families on a temporary or long term basis.
- Support young people leaving care to live independently.

Who Decides What Help is Needed?

When we are asked to provide help we will make an assessment of each child and family's

circumstances. Then, together with the family and other agencies such as health and education, we can decide what services will help most.

What Kind of Help Is Available?

Family Support Services

We will do everything we can to help children stay with their families provided that this is in the child's best interests. We can offer advice, guidance and counselling as well as practical support at times when families feel overwhelmed by parenting problems or other difficulties. These services are provided through our locally based teams, who will work with a range of other local services.

Child Protection

The Safeguarding & Support Department as part of the Local Safeguarding Children Board has a responsibility to investigate situations where a child may be at risk of abuse or neglect. Whenever necessary we must protect the child from harm. We try to do this with agreement from the child's parents or family but if we feel that

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the child is in danger we have to act, even if the parent objects.

Services for Disabled Children and their Families

We provide services through our Child Health and Disability Team to enable disabled children or children experiencing significant health problems, and their families to get help with day to day care and support, to use community facilities and to have access to the same opportunities as other children. The team works closely with other agencies such as health and are based at the Maelor Children's Centre.

We can provide respite care as part of regular or emergency support to disabled children and their families.

If a Child is unable to Live at Home

Sometimes circumstances arise that mean a child is unable to continue to live at home with their family. If that happens we can reach an agreement with parents, or sometimes with young people themselves, to provide accommodation for a period of time.

The child or young person will usually stay with foster carers but may stay in a children's home. Occasionally we will provide care against a parent's wishes but we would usually need a court order to do this. Wherever possible we work with parental agreement to do what is best for the child or young person.

Young People Leaving Care

Wrexham County Borough Council has a duty to give children and young people, whom it is responsible for looking after, the best start in life that it can. This includes helping young people prepare for leaving care and providing them with support once they have left to enable them to lead independent and successful lives. Sometimes we provide that support up until the age of 24. We offer this through a leaving care service.

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Adoption

North Wales Adoption Service is registered as an adoption agency, which means they provide advice to people who wish to adopt children, they place children for adoption and provide advice to children, their birth and their adoptive families after adoption. We work with neighbouring authorities to deliver this service.



Private fostering

If you let someone who is not a close family member provide accommodation and care for your child for 28 days or more you, or the carer, must, by law, let us know preferably in advance. If in doubt, contact us (on 01978 292039) for help.

How to Ask for Help?

If you need help or you are worried about a child or young person please contact the local Children & Young People Service Office on 01978 292039. Our offices are currently open from Monday to Friday 8.30 am to 5.00 pm (4.30 pm Friday).

We also operate an Emergency Out of Hours Service to offer help in emergencies during evenings and weekends. The contact telephone number is: 0845 0533116

If the help you want is not available from the Children & Young People Service, we will try to put you in touch with people from other organisations that may be able to help.

If you are unsure what to do you can telephone us or look on the LSCB web site for advice for

- Children and young people
- Parents and carers
- Members of the public
- Professionals and volunteers.

You can find the site at www.wrexham.gov.uk/lscb.

Safeguarding & Support

How to Contact Us?

Children and Families Assessment Team

CAFAT
16 Lord Street
Queen's Square
Wrexham
LL11 1LG
Phone: 01978 292039
Minicom: 01978 292067

Family Support Teams

Family Support Teams
Crown Buildings
31 Chester Street
Wrexham
LL13 8BG
Phone: 01978 292039

Out of Hours Emergency Duty

North East Wales Emergency Duty Team
Emergency Department (ERA)
Maelor Hospital
Croesnewydd Road, Wrexham
Phone: 0845 0533116
Fax: 01978 726689

Family Placement Team & Looked-After Children Team

Crown Buildings
31 Chester Street
Wrexham
LL13 8BG
Phone: 01978 292039
Minicom: 01978 292067

Child Health and Disability Team

Wrexham Child Health Centre
PO Box 2073
Maelor Hospital
Croesnewydd Road
Wrexham
LL13 7ZA
Phone: 01978 725474

Adoption or Fostering Recruitment

Enquiries Recruitment Hotline
Freephone:

Adoption: 0800 085 0774
Adoption@wrexham.gov.uk

Fostering: 0800 783 0618
Fostering@wrexham.gov.uk

Safeguarding & Support

Comments or Questions?
Compliments or Complaints?

Different language? Different format?

This Leaflet can also be made available, on request, in other languages and other media formats such as large print, audiocassette and Braille.

What do you think about this leaflet?

- Does it provide information you need?
- Do you fully understand what this leaflet says?
- Would you like to make any comments about how we could improve this leaflet?

Customer Feedback

Are you happy with the Services you receive from Safeguarding & Support?

Wrexham County Borough Council is committed to Customer Care. As part of our effort to provide efficient services we need you to tell us when things haven't gone well. We have a separate leaflet which tells you how to do this.

As well as making a complaint, you can also ask us a question, make a comment or even tell us about where we have done a good job.

**Contact the Customer Services Manager on
0800 587 6708**

Getting help

Children or Young People who wish to comment or complain can get help to do this from the National Youth Advocacy Service (NYAS):

Freephone: 0800 616101
Text: 0777 333 4555
Email: help@nyas.net

