

## Children and families

### *What do we do?*

- Ø We investigate childcare concerns promptly and sensitively.
- Ø We support children and their families to stay together.
- Ø We place children in an appropriate setting if they have to live away from home.
- Ø We provide reports to the Scottish Children's Reporter's Administration within the agreed time.
- Ø We work with children and young people to help them understand the effect of crime on the community.

### *Who do we work in partnership with?*

- § Renfrewshire's Education and Leisure Services
- § Police – the family protection unit and the domestic violence unit
- § Scottish Children's Reporter's Administration
- § Health services
- § Voluntary and private agencies, for example, Paisley Threads, Women and Children First

## Terms explained

### *Making a referral*

Anyone who wants support and advice can contact us. You can phone, write or send an e-mail. You can also ask for an appointment with a duty worker.

### *Assessing and reviewing your needs*

Following a referral, we will collect information and discuss with your family any support or services that may be available to help you.

### *Who do we provide a service to?*

Children and families who are vulnerable, at risk or in need.

### *Services we can offer or arrange*

- w Advocacy (acting on your behalf)
- w Befriending
- w Counselling
- w Drug and alcohol advice
- w Family work
- w Fostering and adoption services
- w Guidance and advice
- w Individual and group work
- w Practical support
- w Partnership working
- w Risk assessment and risk management
- w Statutory services on behalf of the court and the children's hearing system

## Our service pledge

### *We will:*

- ü make sure that you get the help you need as soon as possible after assessing you;
- ü provide parenting assessments;
- ü make sure that you and your family's rights are respected at all times and that your welfare is our priority;
- ü make sure that we will be supportive and respect your needs;
- ü be polite, helpful and treat you fairly at all times;
- ü respect your confidentiality; and
- ü deal with any complaints as soon as possible.

## Service developments

We will try to:

- Y improve the services for families experiencing domestic violence;
- Y develop and improve the service for children whose parents are affected by substance misuse; and
- Y work in partnership with carers, services users, community and other agencies (for example, Family Matters).

## Contact information

For more information about our services, you can contact us at:

Social Work Department  
Paisley Area Team  
Kelvin House  
River Cart Walk  
Paisley PA1 1YS.

**Phone:** 0141 842 5151 (main switchboard)

**Fax:** 0141 841 4136

**E-mail:** [paisley.sw@renfrewshire.gov.uk](mailto:paisley.sw@renfrewshire.gov.uk)

**Website:** [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

Area Manager - Jacqueline Torrens  
Assistant Area Manager - Caroline Carmichael

## Complaints and suggestions

We try to maintain high standards of care at all times and we welcome all suggestions from clients and their families. You can discuss any complaints or comments confidentially with:

- W any member of staff; or
- W The Scottish Care Commission  
Central and West Region  
1 Smithhills Street  
Paisley PA1 1EB.

We will deal with your suggestion or complaint quickly and efficiently. If you are not happy with how we have dealt with your complaint, you can contact the Scottish Public Ombudsman within one year of first making your complaint.

You can contact them at:

4 Melville Street, Edinburgh EH3 7NS.

Phone: 0870 377 7330

Fax: 0870 377 7331

Text: 0790 049 4372

E-mail: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)

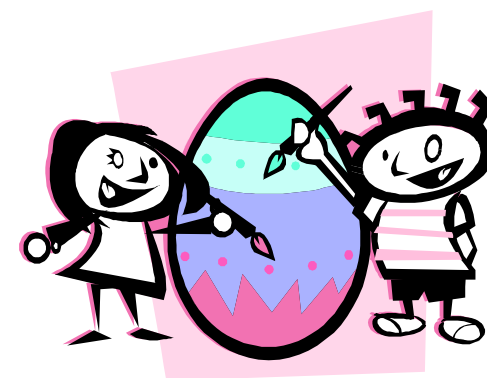
The Scottish Public Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

## Other formats

If you would like this information in another format, such as Braille, audio tape, large print or other languages, please phone 0141 842 5957.



Children and Families



Paisley Area Team

