

Children and Young People's Disability Service (CYPDS)

Information pack for parents, carers and guardians



**achieving
for children**

At Achieving for Children, Royal Borough of Windsor and Maidenhead. We believe in



Social worker or family worker details:

Name	
Number	
Email	

Management details:

Name	
Number	
Email	

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Everyone Matters



We believe that all children and young people in Windsor, Ascot and Maidenhead, including those with additional needs, have the right to be included in local services, so they can thrive and reach their potential.

Inclusion Charter for children and young people

This charter sets out what all children and young people should expect when accessing services

Services welcome and value all children, young people and their families to...	So you can....
Make sure that you feel listened to and treated with respect	Have your say and feel safe
Work together to understand and support any reasonable adjustments that you may need	Belong to a community, such as your local school, leisure centre, club, etc
Talk with you and your family to help us understand your needs and solve problems together	Feel understood and helped to achieve your best
Speak to other professionals who support you, so you only have to tell your story once	Tell someone what you want to achieve and how we can help

Understanding equality, diversity and inclusion (Equality Act 2010)

Children and Young People Disability Service (CYPDS)

Achieving for Children's (AfC's) Children and Young People Disability Service (CYPDS) on behalf of The Royal Borough of Windsor and Maidenhead (RBWM) supports the social care needs of children and young people aged 0 to 18. Social workers within the service, work with families with children and young people with special educational needs and disabilities who may need additional help and support at different times. The CYPDS works within the Multi-Agency Threshold Guidance 2014 issued by Windsor and Maidenhead's Local Safeguarding Children Board.

Following a referral, it may be necessary to allocate a social worker to complete a single assessment to pull together all the relevant information and professionals involved with the family. From this assessment, a decision will be made about how best to support the child or young person and their family.

Support from social workers is focused in the following areas.

- Social workers in the service hold the statutory responsibility for investigating any child protection concerns which may arise. Child protection enquiries assess whether children and young people are at risk or likely to be at risk of significant harm. This can result in a child or young person having a child protection plan.
- Social workers are responsible for children and young people in care. Children and young people in care may be placed with foster carers or live in residential placements. Social workers undertake statutory duties for children in care which include regular visits and review meetings. Children in care are also supported by an independent reviewing officer.
- Some children or young people will be supported by a social worker as a 'child in need'. This involves putting in place early interventions to support the family through any difficulties so that these don't reach a crisis point.

If the referral does not require a single assessment by a social worker, a family worker will carry out a targeted intervention assessment. This will be done in close partnership with the family to undertake a holistic assessment of the child's needs (0 to 18 years) in line with any special educational needs and or a disability. Subject to the outcome of the assessment, the family worker may work with the family to achieve the identified outcomes. This could include undertaking direct work with children, young people and their families which could include building family resilience for example.

Signs of Safety (SoS)

Signs of Safety is a way of working that supports families who need help with bringing up their children, it will help you understand any support you need and any risks to your child.

Signs of Safety makes sure your views and the views of children, young people, carers and extended family (or close family friends) are part of the solution. The approach is about family members and professionals (health nurses, social workers, teachers, doctors, police and AfC) as well as your wider network of friends and family, working together to meet your child's needs in the best possible way.

Signs of Safety is a way of making sure that AfC and other people involved have the same understanding about your child's strengths and worries.

It helps everyone involved, including your child, to think of and agree to ways to keep them safe, healthy and settled at all times. This will mean asking you a lot of questions so that we can understand how satisfied or worried you are about your child's safety, health and wellbeing.

During an assessment four key questions will be asked of you, your child, your wider family and anyone else who helps care for your child.

The steps taken to deal with the danger is written down and called Safety Goals. These are the goals that need to be reached to make sure that your child is safe and well at all times.

A Signs of Safety Booklet for parents and carers has been created and the information in this booklet will provide you with more information on how Achieving for Children (AfC) will work with children and families. The aim of the information in the booklet is to give you a better understanding of what Signs of Safety means for you and your child or children. If you would like a copy, please request this from your Social or Family Worker.

What are we worried about for the child?

What has happened to make us worried and what is the impact on the child, including things that may be happening in the family's life that make problem(s) harder to deal with.

What is working well for the family?

Things that are already happening to keep the child safe and protected from harm or abuse and meet their needs.

What needs to happen to make sure the child is safe and well in the future?

What family and professionals need to see to be satisfied the child is safe? These are turned into goals and a plan.

How safe is the child on a scale from 0 to 10?

(0 meaning the child is being harmed, 10 meaning the child is safe)

The Signs of Safety process is called 'mapping'. If the outcome of the assessment finds there are serious worries about your child's safety, these are written down and called danger statements.

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Disability Register

The register is a list of children and young people in the Windsor and Maidenhead boroughs who have a disability and who receive, or may one day need to use the services from health, social

services, education or voluntary organisations. All local authorities are required by The Children's Act 1989 to hold a register. We would like the parents of all children and young people who have a disability, or young people with a disability under the age of 25, to register so we can make the best plans for the future. No one has to register if they do not want to.

The register helps plan local services for children and young people with disabilities.

For more information on the Disability Register and how you can sign up, please visit the Local Offer website. (<https://rbwm.afcinfo.org.uk/pages/local-offer/information-and-advice/social-care/register-for-children-and-young-people-with-disabilities>)

The Max Card

This service is offered by RBWM, Achieving for Children for children, young people and adults (0 to 25 years) and there is no personal cost to families to have this card. A Max Card allows a child to access concessions and discounts at certain leisure attractions and facilities locally and nationally. Adults aged 18 to 25 years who do not have an education, health and care plan (EHCP) (no longer in education), will need to contact Adult Social Care, Optalis.

For more information on the Max Card and how to sign up, please visit the Local Offer website. (https://rbwm.afcinfo.org.uk/local_offer/organisations/29190-max-card?term=max+card)

Local Offer

Local Offer is the term that the Department for Education (DfE) have chosen to describe the collection of information about the support that local authorities must make available to help children and young people with special educational needs and disabilities and their families. The purpose of the local offer is to enable parents, carers, children and young people with special educational needs and disabilities (SEND) to see clearly, from a single and regularly updated source, the services available to local families and how to access them. The offer covers services from birth to 25, across education, health and social care. It describes state-funded, charitable and private services, and includes services outside the local area (such as schools) which are used by local families.

The Local Offer includes information about:

- education services from pre-school to further education
- health services which are universal, targeted and specialist
- social care services including short breaks
- preparing for adulthood for young people aged 19 to 25
- training opportunities for young people
- transport arrangements including the local authority's transport policy
- arrangements for assessing children and young people
- how to request an education, health and care plan
- transferring from a statement of SEN to an education, health and care plan

- the option of personal budgets
- making complaints, appeals and tribunals
- information, advice and guidance on funding, financial support and support available from local voluntary organisations

AfC Info website (https://rbwm.afcinfo.org.uk/local_offer)

The Family Feedback Survey helps us to gather feedback from young people and families (parents and carers) on the quality and impact of Achieving for Children services. The survey will help to:

- support practitioners and managers to understand the difference we are making and areas for practice development
- use the information and trends to track impact over time as part of our quality assurance work
- save time for practitioners and families by using a single feedback form
- support our evaluation work on our single practice approach (Signs of Safety)

Please use the link to complete the survey:

<https://surveys.achievingforchildren.org.uk/s/FamilyFeedbackRBWM/>

Compliments and complaints procedures

How to make a compliment

We welcome any feedback that will help us understand:

- what we are doing right
- where we can make improvements to our services

We will use your feedback to ensure we are providing an excellent customer experience.

Please follow link for further information and where you can submit your compliment:

<https://my.rbwm.gov.uk/special/address-finder?nid=18760>

How to make a complaint

The aim of social services is to make sure that you get the best possible care at times when you need it.

If you are unhappy with what we are doing we would advise that in the first instance you contact:

- your social worker
- their team manager

If you are still unhappy then please make a complaint providing as much information as possible.

Please follow the below link for further information and where you can submit your complaint:

<https://www.rbwm.gov.uk/home/council-and-democracy/contact-us/social-services-making-complaint>

Emergency contact details

If you consider a child is in immediate danger, phone the police emergency number: 999

For children's services: Single Point of Access (SPA)

T: 01628 683150 or T: 01344 786543 (Out of hours - Emergency Duty Team)

E: MASH@achievingforchildren.org.uk

Standard privacy notice - data protection

Our privacy notice provides information about the types of personal data that we may collect about you and your child when you contact us. It applies to all personal data collected by Achieving for Children or on behalf of Achieving for Children, whether by letter, face-to-face, telephone, online or any other method. It also explains what we will do with the personal data and how we will keep it safe.

Achieving for Children is registered as a data controller with the Information Commissioner's Office (ICO). Registration number ZA045069.

'Personal data' is any information about a living person which allows them to be identified from that data (for example, name, email address, address). Identification can be made directly using the data itself or by combining it with other information which helps identify a living individual.

There are a variety of reasons why we work with children and their families and ways to collect information about you and your child. We collect and process the following personal data.

- Personal identifiers and contacts (such as name, unique pupil number, contact details and address, details of family and close relations.)
- Characteristics (such as ethnicity, language, and free school meal eligibility, any relevant medical information).
- Safeguarding information (such as court orders and professional involvement, child in care status including looked after or previously looked after early help, social care and health).
- Special educational needs (including the needs and ranking, for example pastoral support plan, education, health and care plan, SEND support plan, personal education plan), employment and education).
- Attendance (such as sessions attended, number of absences, absence reasons and any previous schools attended).
- Details and records of your child's care, support, wellbeing and any concerns or investigations.
- Details of each contact that we have with you and your child, including visits, correspondence, communications and documents.
- Relevant information from individuals involved in your child's care, including health and other care providers, carers and relatives.
- Behaviour and social information (such as exclusions and any relevant alternative provision placements put in place).
- School preferences (in line with the School Admissions Code issued under Section 84 of the School Standards and Framework Act 1989).

How we use your personal data

The personal data you provide helps us to support your family and makes sure that we meet our legal duties and responsibilities. We use information about children, young people and their families if it is necessary for legal cases and to:

- provide you and your family with help, advice and appropriate services
- provide your child with pastoral care
- assess the quality of our services
- evaluate and improve our policies around children's social care, education and SEND
- provide information about children's social care, education and SEND
- monitor progress and develop good practice in the services received
- complete statistical returns to government departments
- carry out our statutory and regulatory duties, such as making informed decisions about your child's care
- identify families eligible for inclusion in the Troubled Families Programme and monitor their progress as part of the programme
- help us teach, train and monitor staff on their work and to audit and improve our services
- contact you with detail of programmes that may benefit you or your family for you to decide whether to take part or not

Keeping your information secure

We only keep your personal data for as long as is required by law and in accordance. We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Who we share your personal information with

We will only share information with these organisations where it is appropriate and legal to do so. Where this is necessary, we are required to comply with all aspects of the Data Protection Act 2018. We share your personal data between Achieving for Children departments and services so that we can keep our information up-to-date, provide cross departmental support and improve our services to you and your child.

Sharing information about individuals with partner organisations is sometimes necessary in order to protect individuals if there are concerns they may be at risk of significant harm and to keep those individuals and the wider public safe. We have an overarching information sharing protocol agreed with partners so you can be confident local partners all comply with the same privacy principles. Information is held securely by Achieving for Children and is only be used and shared on a strict need to know basis with limited partners, for the purposes of keeping children or young people safe or ensuring they get the best services they need.

Your rights and access to information

Under data protection legislation you have the right to request access to the information that we hold about you. To request a copy of your data, please read the Individual Rights Requests page on the website and then submit your request using your preferred method of contact.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- have inaccurate personal data rectified, blocked, erased or destroyed
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed
- redress, either through the ICO, or through the courts

For further information regarding our standard privacy notice please refer to:

www.achievingforchildren.org.uk/privacy-notice

If you have any questions or concerns about the way we process personal data, please contact our data protection officer: dpo@achievingforchildren.org.uk

If you want to make a complaint about how we handle your personal data, we ask that you give our data protection officer the opportunity to respond in the first instance but you are not obliged to do this. You can make a complaint directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>.

If you would like to discuss anything in this privacy notice, please contact our data protection officer: dpo@achievingforchildren.org.uk

Agency check and consent form

(Section 17/47 enquires)

Consent for the release of information from your doctor, school, the police and or any other relevant agencies involved with the parent, carer and children.

Sharing your information will help us to support you better by:

- helping Children’s Social Services give you the best advice about the services in your local area
- helping partners understand how they can improve services to you
- allowing Children’s Social Services to contact you to provide help and support with any problems you may have or which may worry you eg, housing issues
- offering help and support to you by talking about your needs and how partners can help you. We will treat all personal information confidentially and we will not share it with anyone that you have instructed us not to

Details of adults who will be covered by this consent form

Name	DOB (dd/mm/yyyy)	Relationship	Address and Tel no.

Details of children who will be covered by this consent form

Name	DOB (dd/mm/yyyy)	Gender	Address and Tel no.	School

Identity

Language:		
Ethnicity and nationality		Interpreter required? Yes No
Religion		Practicing? Yes No

List of agencies involved with the children or adult

GP	
Schools	
Nursery	
School nurse	
Dentist	
Health visiting and midwife	
Child and Adolescent, Child Development Health Services (CAMHS)	
Police involvement	
Domestic violence services	
Probation Service	
Adult mental health services (CMHT)	
Children centres and family support services	
Drug and alcohol services	
Other local authorities	
Other	

Declaration:

I have had the reasons for sharing information explained to me and I understand those reason.	
I agree to give consent for a child and family assessment to be completed by Achieving for Children's children's services on behalf of the Royal Borough of Windsor and Maidenhead	
I agree to give consent for the release of information to Achieving for Children's children's services on behalf of the Royal Borough of Windsor and Maidenhead who is conducting agency checks and assessment on my family	
I do not agree to give consent for a child and family assessment to be completed by Achieving for Children's children's services on behalf of the Royal Borough of Windsor and Maidenhead.	