

For further information contact

Children's Services
Central House
Gladstone Street
Darlington
DL3 6JX

Child Care Duty Line: 01325 346867

Fax: 01325 346474. Minicom: 01325 360862

If you need help from Children's Services

In an emergency after normal office opening hours, the emergency duty team can be contacted on 0870 2402994

Translations

This document will be made available on request to Children's Services in Braille, large print, and on audio cassette, also available in other languages. Telephone 01325 388979



BRAILLE
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Bengali

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে **01325 388979** নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন।

Cantonese

如果你需要其它語言的版本, 請與以下電話聯係並報出參考號碼: **01325 388979**

Punjabi

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ **01325 388979** ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

Polish

Jeśli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić pod numer **01325 388979** i podać numer identyfikacyjny dokumentu.

Child Care Duty Team

ডার্লিংটন চিলাড্রেস সার্ভিসেস চাইল্ড কেয়ার ডিউটি টিমের সদস্যরা কি কি করেন?

達靈頓兒童服務兒童照顧責任團隊的職責為何?

डार्लिंगटन चिल्ड्रन्स सर्विसिज चाइलड केअर ड्युटी टीम की कतल है?

Czym zajmuje się zespół ds. opieki nad dziećmi w wydziale usług na rzecz dzieci w Darlington?

Your questions answered



The Team

- Team Manager
- 7 Qualified Social Workers
- 3 Children's Support Officers
- 2 Support Services Officers

Why would we be working with you?

You may have contacted us yourself about your child and your family or someone else in your family, a concerned person or an agency may have done so.

We aim to work in partnership with you and your family to assist you in providing a secure, stable and safe environment for your child.

If you were unable to do this then we would need to ensure your child's welfare and safety. However, we continue to work in partnership with your family where your child is looked after to explore whether your child can return to your family or whether other long term arrangements need to be made.

What do we do?

We gather information and carry out an assessment to identify any needs your family may have and how best to address these needs and support you in your parental role.

What can you expect from us?

- A timely polite and respectful response to you at all times.
- A named person so that you know who to contact.
- We will work in a professional manner valuing each person as an individual.
- We will listen to you, keep you informed - this may be through a meeting, letter, telephone call or a home visit.
- We will respect your confidence unless we feel that this may affect the safety of your child or another child.
- We will seek your consent to speak to other agencies unless we feel that this may affect the safety of your child or other children.
- We will share the outcome of any assessment with you and discuss any referrals to any other agencies.
- We will keep arranged appointments and inform you as soon as possible if we need to rearrange.
- You will be given a leaflet about compliments, comments and complaints.

What we expect from you?

- Honesty, co-operation and availability for arranged appointments.
- There may be times when you disagree with us or may feel angry. Whilst we would be prepared to discuss these feelings with you, the Council will NOT tolerate any abusive, violent or threatening behaviour towards members of staff.