

Ceredigion County Council **Social Care**

# **Services to Families and Children**



**...taking care to make a difference**

**Large Print or other format/medium  
are available on request**

**please telephone**



**01545 574000**

**or Email**



**contact-socservs@ceredigion.gov.uk**

**Porth Gofal Office Hours:**

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

You can find information about services provided by  
Ceredigion County Council on our website at:

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

For information about other services go to

**<http://cis.ceredigion.gov.uk>**

Reviewed December 2019

## **Services to Families and Children**

Ceredigion Social Care is committed to:

- Making a positive difference to the quality of life for the people of Ceredigion.
- Safeguarding and promoting the well being, independence and life opportunities of service users.
- Working in partnership with service users and other agencies.
- Providing information about our services that explains who we are and what we do.
- Providing a quality service that is courteous, timely and relevant.
- Empowering service users through explanation and involvement in decisions that affect them.
- Involving and consulting with service users in order that their views inform our future planning.
- Providing an appropriate range of services to meet the assessed needs of children, young people and their families.

**In doing this we aim to provide a service that is sensitive to the religious, ethnic, cultural and language preferences of the family and which takes into consideration the age, gender, sexuality and any disability of the individuals in the family.**

### **Who do we provide services for?**

Any child or young person and family living in Ceredigion where it is assessed that there is a need for the provision of

services in order to safeguard, support and promote their welfare.

## **What Services do we provide?**

Several teams cover children's services throughout the County. Following an assessment of your needs the following services may be provided:

- Advice and information on services for children and families in need and where necessary, referral to other agencies or service providers
- Assessment and support for parents/carers or children in need and young people experiencing a range of difficulties
- The provision of multi agency advice and support for disabled children and their families, including a Key Worker service
- Assessment for adaptations and/or aids for daily living
- Individual assessment and services for 'young carers' – those children taking a caring role for a relative
- Help and guidance in developing and improving parenting, budgeting and homemaking skills
- Protection for children and young people from abuse or the risk of significant harm
- Young people who are at risk of committing criminal offences or who are involved with the criminal justice system.
- The facilitation of Family Group Meetings to empower families to find their own solutions to difficulties

- The provision of accommodation through fostering and adoption for those children who are unable to live with their own families; either temporarily or permanently.
- After care support for young people who have been Looked After by the Local Authority.
- Post adoption support.

## **Working in Partnership**

Our most important partnership is with the children, young people and their families who are our service users.

The Social Care in Ceredigion works positively with other public, private and independent bodies working within the County. As a member of the Children and Young People's Framework Partnership, we are working with other agencies to provide the range of services required to meet the needs of the community of Ceredigion now and in the future.

By working together we can help to ensure that we are able to meet your assessed needs appropriately.

## **How to access the services we provide**

To contact our Department for any of the services we have mentioned in this leaflet, please telephone our Porth Gofal on:



**01545 574000**

The Porth Gofal Officer will ask you for detailed information about yourself or the person you wish to receive a service from our Department. (Full details described in our leaflet namely 'How to access our Services', which is available from Porth Gofal).

If your request is appropriate and you are found to be eligible for any of our services, the information taken by Porth Gofal will then be forwarded on to the relevant Team, who will then contact you.

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.**

## **Advocacy Service**

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

## **Ceredigion Independent Professional Advocacy (CIPA)**

can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



**0800 206 1387**

**Advocacy West Wales** provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



**01437 762935**



[www.advocacywestwales.org.uk](http://www.advocacywestwales.org.uk)



[admin@advocacywestwales.org.uk](mailto:admin@advocacywestwales.org.uk)

**TGP Cymru** provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



**0808 1682599**



**01545 571865**



**midandwestwales@tgpcymru.org.uk**

## **Information Sharing and Confidentiality**

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

## **Emergencies**

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



**0300 4563554**

## **Representations/Complaints/Comments**

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



**01545 574000**



We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: .....

Address: .....

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Tel. No: ..... Date: .....

Leaflet received from:

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My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

The Complaints and FOI Team  
Canolfan Rheidol  
Rhodfa Padarn,  
Llanbadarn Fawr,  
Aberystwyth  
SY23 3UE

**Thank you for your comments**