Gloucestershire County Council

Child Protection Information

For Parents & Carers

Gloucestershire COUNTY COUNCIL

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Why we are working with your family

We understand that involvement from Children's Services can feel worrying. Our aim is to work **with you** to understand what is happening for your child and your family.

Someone (you, a professional, or someone concerned) has asked us to look at whether your child may need extra help or support.

We want to make sure your child is safe, well, supported and that you feel listened to throughout.

What is a Child and Family Assessment?

A Child and Family Assessment helps us understand:

1. What is going well
2. What you are worried about
3. What your child needs
4. What support might help your family

Your social worker will meet with you and, where appropriate, with your child. With your agreement, they may talk to other professionals who know your child, such as teachers or health staff.

We will always:

- ✓ Treat you with respect
- ✓ Listen carefully
- ✓ Consider your culture, identity and communication needs
- ✓ Arrange interpreters or other support if needed

Assessments are usually completed within **45 working days**.

What is a Child Protection Conference?

If the assessment shows your child may be **at risk of harm**, we hold a **Child Protection Conference**.

This is a meeting involving:

1. You
2. Your social worker
3. Other professionals who work with your child
4. A Conference Chair (independent of your child's case)

Together, we discuss concerns, strengths, your child's needs, and what support might help keep them safe.

You will receive written minutes after the meeting.

Your rights at the conference

You can share your views at any time. If you feel something was not handled fairly, you have the right to complain about:

- how the meeting was run
- how information was shared
- the decision to place your child on a Child Protection Plan, or the category chosen

Please know...

The decision made at the conference stays in place while your complaint is being looked at.

How to make a complaint

We want you to feel heard.

You can have someone support you a friend, relative, advocate, or someone helping you with communication or confidence.

Stage 1 Speak with the Conference Chair

You should raise your concerns within 28 days of receiving your conference minutes.

The Chair will:

- meet with you to understand your complaint
- talk through the process
- clarify what outcome you want
- send you a written response within **seven working days**

Stage 2 Ask for a Panel Review

If you remain unhappy, tell the Complaints Manager within 28 days of the Stage 1 response.

A panel of professionals not involved in your case will:

- read all documents
- hear from you and the Chair
- decide whether the correct processes were followed
- send you a written decision within **seven days**

If the panel finds something was not followed correctly, you may be offered a new conference with a different Chair.

If the panel finds the process was correct, and you still disagree, you may take your concerns to the **Ombudsman** or explore **Judicial Review**.

How your information is used

We treat your information confidentially.

We only share information with people who need to know in order to help keep your child safe or support your family.

We usually ask your permission before sharing, unless we believe a child is at serious risk of harm.

If you need extra help

Please let us know if you need:

- large-print or easy-to-read information
- support with reading, writing, or understanding
- an interpreter
- a supporter in meetings
- adjustments because of a disability, trauma, or previous involvement with social care

We want the process to be as clear, calm, and supportive as possible.

Your Child Protection (CP) Contacts

This page is for you to write down the names and contact details of the people supporting your family.

Please keep this page somewhere safe.

You can bring it to meetings, calls or appointments.

Your Social Worker

Name:

Phone:

Email:

Team Manager

Name:

Phone:

Email:

Lead Child Protection Practitioner

Name:

Phone:

Email:

Independent Reviewing Officer

Name:

Phone:

Email:

Other important people supporting your family

(For example, advocate, key worker, family support worker, SENCO, teacher, health visitor)

1.

2.

3.

Space for your own notes

(Questions, things you want to remember, concerns you want to raise)

For further info

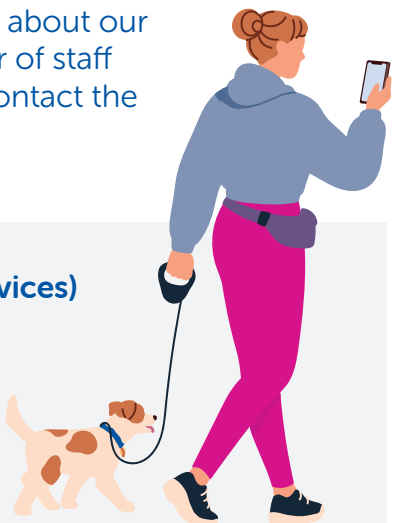
If you require further information about our services, please contact Gloucestershire County Council on **01452 426 565** in the first instance.

More information

For more information, please visit or website at:
www.gloucestershire.gov.uk

Comments and complaints

If you have any comments or complaints about our services, please let us know. Any member of staff will be pleased to help you, or you can contact the Children & Families Helpdesk team at:



Complaints Manager (Children's Services)

Complaints Team
Gloucestershire County Council
Shire Hall
Westgate Street
Gloucester, GL1 2TG

Tel: **01452 427614**
Email: **corporatecomplaintsteam@gloucestershire.gov.uk**

Leaflet information in other formats

If this information is difficult to understand, we can provide it in another format, for example, in large print.

If you require this leaflet in another language, please contact the **Children's Services Customer Feedback and Complaints Service** on **01452 427032**