

CHILDREN'S SERVICES AND CRIMINAL
JUSTICE



Service Statement

CHILDREN'S SERVICES AND CRIMINAL JUSTICE



Document Information

Title	Health and Social Care Partnership Children's Services and Criminal Justice
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Description	This document summarises the Services provided , objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	S McAlees	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control

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1. Statement Overview of Service

1.1 Service Management Structure



1.2 Service Description

Children's Services supports, promotes and safeguards the wellbeing of children and young people from pre-birth to young people who are looked after and care leavers up to the age of 26.

Our services are both universal and statutory, where our universal children's health services support children from birth to 5 years to the most vulnerable children, young people and families in Inverclyde.

We aim to:

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Early Help and Assistance - Children their families and carers receive early help and assistance with seamless transitions from birth to adulthood
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Health and Wellbeing - Care experienced young people have improved physical, mental and emotional health and wellbeing
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Education Training and Employment - Care experienced young people benefit from aspirational education and have equal opportunities within Training and Employment
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Accommodation and Housing - Care experienced young people have safe, secure, stable and nurturing homes.

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1.3 Services offered

- Children and Families Field Work Service
- Children with additional support
- Youth Justice
- Children's rights & Advocacy.
- Continuous Improvement Team
- Residential care
- Fostering & Adoption Service
- After care
- Kinship Care
- Continuing Care
- Children and Families Community Health Services
- Specialist Community Paediatric Service

2. Statement of Service Objectives

To deliver excellent services that promote, support and safeguard the wellbeing of children and young people in Inverclyde through respectful professional relationships

Improve the health and wellbeing of children living in Inverclyde and to reduce health inequalities

We strive to do better by listening to children, young people and families experiences of the services offered.

2.1 The service contributes strongly to the delivery of Inverclyde's local outcome delivery plan priority 2 reducing Inequalities and the national outcomes:

- Our young people are successful learners, confident individuals, effective contributors and responsible citizens
- Our children have the best start in life and are ready to succeed.
- We have improved the life chances for children, young people and families at risk.

2.2 The service contributes to the organisational priorities contained within the Inverclyde Council Corporate plan:

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- To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
- To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty
- To safeguard, support and meet the needs of our most vulnerable families and residents
- To improve the health and wellbeing of our residents so that people live well for longer
- To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources
- To develop motivated, trained and qualified employees that deliver quality services that meet current and anticipated service needs

The Wellbeing Indicators which also underpin these outcomes are:

Safe:	Protected from abuse, neglect or harm and supported when at risk. Enabled to understand and take responsibility for actions and choices. Having access to a safe environment to live and learn in.
Healthy:	Achieve high standards of physical and mental health and equality of access to suitable health care and protection, while being supported and encouraged to make healthy and safe choices.
Nurtured:	Having a nurturing place to live and learn, and the opportunity to build positive relationships within a supporting and supported community.
Active:	Having opportunities to take part in activities and experiences in educational establishments and the community, which contribute to a healthy life, growth and development.
Respected & Responsible:	Respected to share responsibilities. Citizens are involved in decision making and play an active role in improving the community.
Included:	Overcoming social, educational, health and economic inequalities and being valued as part of the community.

3. Our Commitment to our Customers

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will promote social justice.
- We will respect and value uniqueness and diversity while recognising and building on the strengths of the individual.
- We will promote people's right to choice, privacy, confidentiality and protection.

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- We will assist people to improve the quality of and increase the control over their lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of protected characteristics of age; sex; sexual orientation; disability; religion or belief; race; marriage and civil partnership; pregnancy and maternity or gender reassignment.
- We will work in partnership with service users, their families and other providers of services, to ensure continuous improvement in the provision of services.

4. What You Can Expect From Us

As part of the HSCP, our staff will adhere to the common fundamental standards around respect; gaining trust and confidence and being accountable. We also adhere to the standards of our own professional body and to a national practice framework outlined below.

(i) The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2016)* for social service workers as described below:

Code of Practice

1. As a social service worker, I must protect and promote the rights and interests of people who use services and carers.
2. As a social service worker, I must create and maintain the trust and confidence of people who use services and carers.
3. As a social service worker, I must promote the independence of people who use services while protecting them, as far as possible, from danger and harm.
4. As a social service worker, I must respect the rights of people who use services, while striving to make sure that their behaviour does not harm themselves or other people.
5. As a social service worker, I must uphold public trust and confidence in social services.
6. As a social service worker, I am accountable for the quality of my work and will take responsibility for maintaining and improving my knowledge and skills.

The SSSC Code of Practice can be found on:

<http://www.sssc.uk.com/about-the-sssc/multimedia-library/publications/37-about-the-sssc/information-material/61-codes-of-practice/1020-sssc-codes-of-practice-for-social-service-workers-and-employers>

(ii) National Outcomes and Standards for the Social Work Services in the Criminal Justice System

National Outcomes and Standards for Social Work Services in the Criminal Justice System prescribe core practices which have been found to be critical to the achievements of Criminal Justice Social Work Services outcomes. It sets out both minimum standards for acceptable

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practice and also outlines principles of best practice. The National Outcomes and Standards document can be found here.

<http://www.scotland.gov.uk/Resource/Doc/925/0103556.pdf>

5. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. This link provides details on how to contact us. <https://www.inverclyde.gov.uk/health-and-social-care>
- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.
- Letting us know if you have an adult or child protection concern.

6. If You Make a Complaint to Us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>The Complaints Officer Inverclyde HSCP Children's Service & Criminal Justice Inverclyde HSCP Hector McNeil House 7-8 Clyde Square Greenock PA15 1NB 01475 715282</p> <p>Phone: 01475 715274</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under "Get in Touch / Get Involved".</p>

Alternatively, request a Complaints form in any Inverclyde HSCP premises

