

## Social Work offices

Please contact your local Social Work office if you need advice or assistance. The offices are open Monday to Friday 9.00am-5.00pm.

Please note that sending e-mails is not secure as there is a risk that they could be intercepted and read by someone else. Please bear this in mind when sending personal information by e-mail.

### Social Work Headquarters

Brockville  
Hope Street  
Falkirk  
FK1 5RW  
T: 01324 506400

### Hospital Social Work team (for facilitating hospital discharge)

Falkirk Royal Infirmary  
Social Work Unit (Hut 5)  
Majors Loan  
Falkirk FK1 5QE  
T: 01324 616039

### Grahamston Office

155 Grahams Road  
Falkirk  
FK2 7BQ  
T: 01324 506595  
E: grahamston.swk@falkirk.gov.uk

### Meadowbank Office (Community Care Service only)

1 Salmon Inn Road  
Polmont  
FK2 0XF  
T: 01324 503883  
E: meadowbank.swk@falkirk.gov.uk

### Laurieston Office

(Children & Families Service only)  
1 James Street  
Laurieston  
FK2 9PZ  
T: 01324 590300  
E: laurieston.swk@falkirk.gov.uk

### Denny Office

Carronbank House  
Carronbank Crescent  
Denny FK6 6GA  
T: 01324 504160  
E: denny.swk@falkirk.gov.uk

### Grangemouth Office

Oxgang Road  
Grangemouth  
FK3 9EF  
T: 01324 504343  
E: grangemouth.swk@falkirk.gov.uk

### Stenhousemuir Office

130 King Street  
Stenhousemuir  
FK5 4HS  
T: 01324 503503  
E: larbert.swk@falkirk.gov.uk

### Bo'ness Office

Kinglass Centre  
Gauze Road  
Bo'ness EH51 9UE  
T: 01506 778668  
E: boness.swk@falkirk.gov.uk

### Camelon Office

108b Glasgow Road  
Camelon  
FK1 4HS  
T: 01324 501200  
E: camelon.swk@falkirk.gov.uk

**Emergency Duty Team** If you need an urgent Social Work Service outwith normal working hours, please phone **01786 470500**.

If you would like this information in another language, Braille, LARGE PRINT or audio, please contact your local Social Work office.

#### Polish

Jeżeli chciałbyś/chciałabyś uzyskać owe informacje w języku innym aniżeli język angielski, w języku Braille'a, w DUŻYM FORMACIE lub zapisane na kasetach audio skontaktuj się z lokalnym biurem Opieki Społecznej (social work office).

#### Lithuanian

Jeigu jūs norėtumėte gauti šią informaciją kita kalba, Brailio šriftu, stambiu šriftu ar įgarsintą, prašome susisiekti su jūsų vietiniu socialinės rūpybos ofisu.

#### Arabic

إذا كنت بحاجة الى هذه المعلومات بلغة اخرى, بريل, حروف كبيرة او مسجلة صوتيا نرجوا منك الاتصال بمكتب الخدمات الاجتماعية المحلي.

#### Urdu

اگر آپ یہ معلومات دوسری زبان، بریل، بڑے حروف کی چھپائی یا آڈیو میں چاہتے ہیں تو براہ مہربانی اپنے لوکل سوشل ورک آفس سے رابطہ کریں۔

#### Chinese

如果你希望獲得此份資料的其他語言、凸字、大號字印刷或者錄音格式，請與你附近的社會工作辦公室聯絡。

#### Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਆਡਿਓ ਤੇ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਸੋਸ਼ਲ ਵਰਕ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

# young people leaving care

social work ... putting people first

SWCF10

May 08

www.falkirk.gov.uk



Falkirk Council



Falkirk Council

## who are we?

The Leaving Care Service provides support, advice and guidance to all young people who have been 'looked after and accommodated' with Falkirk Council and who leave care any time after their school leaving date.

## what do we do?

With your agreement, a Pathway Plan will be developed for you by the Pathways Co-ordinator (your social worker). This will identify what advice, guidance and assistance you need to support you to prepare for leaving care and after you have left care.

You will then be referred to the Leaving Care Team where you will be allocated a key worker who will work in partnership with your social worker to progress your plan. This support is available until you are 19 and can be available until you are 21.

## why should you participate?

You know best what direction you would like your life to take, so it's important you are involved. Only with your involvement can we ensure your views are heard and your Pathway Assessment meets your needs. We will review and discuss your Pathway Plan every 6 months, or more often if required.

Some examples of how we can help and support you include:

- **Health, Fun and Well-being**
  - Support to become involved in a range of activities you enjoy.
  - Advice about healthy living and healthy eating.
  - Help to access support from health services, for example doctors, dentists and nurses.
- **Lifestyle, Family and Friends**
  - Support to help you maintain contacts with important people in your life.
- **Housing**
  - Help with accessing and living in the accommodation which suits you best.
- **Practical Support**
  - Support to set up and keep your home.
  - If you are a parent, support to learn and develop parenting skills.

- **Learning and Work**
  - Support you to access education, training, volunteering and employment opportunities.
- **Rights and Legal Issues**
  - Help you to access independent advice in relation to any legal matters affecting you.
- **Money**
  - Help with budgeting and information on the financial support that may be available to you.

We do this in partnership with your Pathways Co-ordinator, Careers Scotland, Falkirk Council Housing Service and any other relevant organisations.

## how do I make comments, compliments or complaints?

We welcome your views on our service and the development of new services. You can pass any comments to your Pathways Co-ordinator or alternatively you can either complete a comments form from any of our local social work offices, or complete the online feedback form on our website [www.falkirk.gov.uk](http://www.falkirk.gov.uk). If you're not happy about the service you have received, you have the right to complain.

Please speak to your Pathways Co-ordinator in the first instance as they should help you sort out any problem you have about the support and treatment you personally received. If they can't help, you can ask to speak to their manager. If you're still not happy with the response you get, you can make a formal complaint. Information on our complaints procedure is detailed in our complaints leaflet, available from any local social work office, or from our website [www.falkirk.gov.uk](http://www.falkirk.gov.uk).

## who can I speak to for more information?

If you currently have a worker from the Leaving Care Team, then they will be able to explain anything that you do not understand, or they can help you to think about how you might be affected.

## useful contacts

Leaving Care Service	01324 501050
Brockville Housing & Social Work HQ	01324 506400
Emergency Duty Team (Social Work Out of Hours)	01786 470500
Accommodation Resource Centre (ARC)	01324 503600
Careers Scotland	01324 620311
Children's Rights Service	01324 692029
Who Cares? Scotland	0141 226 4441
Scotland's Commissioner for Children and Young People	0800 019 1179

## confidentiality

Falkirk Council sometimes has to collect information about people so we can provide Social Work Services to those who need them. When using information about you, we will respect your confidentiality and your legal rights under the Data Protection Act. If you want to know more about your rights please ask at your local social work office.