

a guide to social work services

social work ... putting people first



Falkirk Council

Falkirk Council's Social Work Service works in partnership with other local authorities, NHS Forth Valley, Central Scotland Police and the voluntary sector to provide a wide range of important services for individuals, families and communities, in order to protect and support the most vulnerable people within the Falkirk Council area. We also provide support for those who are caring for relatives or friends.



Our Social Work Service is separated into three main areas.

community care service

The aim of Community Care is to provide high quality assessment and care management services, providing or organising suitable support services to vulnerable people, people with a disability and their carers. We therefore provide support to a range of people including:

- adults at risk of harm
- older people
- people with dementia
- people with a physical disability
- people with a learning disability
- people with a sensory impairment
- people with a mental health problem
- people affected by drug or alcohol misuse
- carers.

Some of the main services we provide or arrange include:

- care and support at home
- day care
- short breaks/respite care
- short breaks bureau
- long term care
- direct payments
- equipment and adaptations
- community alarm service (MECS)
- information and advice, including on debt and welfare benefits.

children and families service

This part of the service has a duty to promote the welfare of children in need in our area. We provide a range of services to protect children and to support families who may be experiencing difficulties. The level and type of support provided is dependent on the nature and extent of the problems encountered.

Some of the main areas we can help with include:

- supporting children who are disabled or affected by the disability of another person



- support where a child may be in need or at risk of abuse
- providing alternative care to children who can't be looked after by their families. This includes adoption, fostering and residential care
- services to children previously looked after by Falkirk Council
- addressing youth offending and anti-social behaviour
- information and advice, including on debt and welfare benefits
- support to carers
- direct payments
- support to young people, and their carers, affected by drug or alcohol misuse.
- preparing social enquiry reports for courts
- community sentences (e.g. probation, community service/ unpaid work)
- diversion from prosecution scheme
- throughcare services to prisoners during and after a sentence
- support programmes (e.g. substance use, domestic violence, sex offenders)
- services to Polmont Young Offenders Institution.

For more information on the range of Social Work Services we can provide, please visit our website www.falkirk.gov.uk or contact your local Social Work office.

criminal justice service

The Criminal Justice Service aims to make the community a safer place by helping to rehabilitate offenders and identifying situations where someone may pose a high risk to others.

The main services we provide include:

- court social work services

how do you get help from social work services?

For a Community Care or Children and Families service you can contact us by phoning, e-mailing or by visiting your local Social Work office. The contact details of all local offices are on the back of this leaflet.



Criminal Justice clients are generally referred to the service by the Court, Parole Board or the Prison Service. However, help and advice is available to discharged prisoners for up to a year after their release. For further information on the Criminal Justice Service, you can contact us on 01324 506464.

what happens next?

After you have contacted your local Social Work office for a Community Care or Children and Families service, a member of staff will meet with you to discuss your situation and listen to your views on the kind of help you need. From this initial enquiry, we will establish the urgency of your needs, and will carry out an assessment of needs as soon as we can. We prioritise your need based on the information you give us. If we are unable to provide you with immediate assistance, we will try to give you an estimate of how long the wait is likely to be at the time of your first contact.

For more information on how we prioritise need you can visit our website www.falkirk.gov.uk or contact your local Social Work office.

carer's assessment

If you care for someone, or you have someone who helps to care for you, then you/they are also entitled to a carer's assessment. This means that we will look at your/their needs and listen to your/their views on services that will help to care.

confidentiality

Social Work members of staff recognise the need for confidentiality. They may find it helpful to discuss your needs with other care professionals or members of your family but they will ask for your permission first. If there are any details you do not want to be disclosed, they will normally respect your wishes, unless someone would be placed at risk by doing so.

will there be a charge for social work services?

You do not have to pay anything for an assessment of needs or to receive advice from Social Work Services. However there are some services for which a charge is made. This will be explained to you in detail before



you agree to receive any service we arrange for you.

do you have comments about the service you received?

We always welcome feedback about our service - tell us what you think we got right, as well as what we did not get right. This helps us to make sure that our services are the best they can be for you in the future. You can pass any comments to the member of staff providing the service.

Alternatively you can pick up a comments form from any local Social Work office, or you can complete the online feedback form which is available on our website.

We hope that you're happy with the service, but if you're not then please speak initially to the staff member providing the service you received as most problems can be dealt with quickly by them. If the matter still can't be resolved then you can speak to their manager. If you're still not happy with the response then you can make a formal complaint in writing to:

The Complaints officer
Social Work Services
Brockville
Hope Street
Falkirk
FK1 5RW
T: 01324 506400
E: complaintsofficer.hsw@falkirk.gov.uk

Our full complaints procedure is outlined in our complaints leaflet. You can pick up a leaflet from any local Social Work office, or you can download it from our website.



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 susisieki su jūsų vietiniu socialines 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 برائے 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 ਆਡੀਓ ਤੇ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਸੋਸ਼ਲ ਵਰਕ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ