

Standard 6

Our services or intervention will take account of the diverse needs of service users and will be culturally appropriate

- We will make sure that our services can be accessed by anyone, regardless of their background.
- We will communicate with service users in a meaningful way and use interpreters, where appropriate.
- We will identify and attend to the specific needs of black and ethnic minority families; we will support children, young people and service users to have their say, to make positive decisions and help us to provide services that are best suited to them.

Standard 7

We will develop service plans that achieve positive outcomes for children and review them to ensure they reflect children's changing needs and circumstances

- Plans will be carefully considered and will state the actual needs being addressed and what outcomes we are trying to achieve.
- We will ensure children's and parents or carers' views are reflected in the plans and that relevant partner agencies contribute to the plan.
- Our records will show how the plans are being put into practice and that the plans are reviewed at agreed times.



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plain
language
group



Nottinghamshire
County Council

Children and Young People's Services



Social Care and Health Standards

Social Care and Health (previously called Social Services), part of Children and Young People's Services; want to provide an even better service. As part of this process and with the help of young people and their parents and carers, we have produced some standards that we want to achieve when working with families.

These standards of practice are expected of all frontline social care and health staff. These are social workers, social work assistants, personal advisors, family resource workers and anyone else working directly with children and their families.

We think these standards will help us achieve best practice, meet our legal duties and help children and young people to:

- Stay safe
- Be healthy
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

Standard 1

We will provide a professional service and work to the General Social Care Council's code of conduct

- All social workers will be qualified and registered with a professional body and provide a service that promotes the interests of service users.
- Workers will build good working relationships and promote independence while protecting service users as far as possible from danger or harm.
- Workers will respect the rights of service users whilst trying to ensure their behaviour does not harm anyone.
- Workers will act in a way that builds trust and confidence and is accountable for the quality of their work including taking responsibility for improving their knowledge and skills.

Standard 2

We will safeguard and promote the welfare of children and young people

- Children and young people's well-being will be central to our actions with the child's welfare being paramount.
- Allegations of child abuse and neglect will be allocated to a social worker within 24 hours.
- If appropriate children and young people will be seen on their own to obtain their wishes and feelings.
- We will look at a child's individual needs as part of our work with the family.
- We will focus on solutions by building on the family's strengths.
- We will provide appropriate services clearly stated in a written plan to support the child's needs.

Standard 3

We will work together with children, young people, their parents or carers and other agencies to achieve positive outcomes

- We will treat all service users with respect, inform you about any concerns we have and the reasons for visiting, the type of assessment we are doing and when it will be done.
- We will listen to your views and visit at agreed times to try and provide you with the support needed working with other agencies to support you.
- We will tell you how you can access your records, we will treat your information confidentially and will only share it with colleagues on a need to know basis.

- We will provide you with a copy of your written assessments and plans and details of our compliments and complaints procedure.
- We will be guided in our work by the participation strategy of Nottinghamshire Children and Young People's Partnership.

Standard 4

Our administration systems will be proficient and our electronic case files will show how service users' needs are being addressed

- We will make sure that the information we keep shows how we are working with you and what support we are able to offer in trying to make your situation better.
- The case file recording will show how we are meeting our legal duties and working to our policies, procedures and to set timescales.

Standard 5

In addition to your frontline worker, a manager will oversee all cases and will ensure that the worker is progressing your case to achieve positive outcomes for your child

- A manager will also be responsible for supporting you by asking a suitably experienced worker to help you.
- The manager will have regular discussions with the social worker about your situation and how we can try to improve it.
- He or she will make decisions which take into account your views and those of partner agencies.
- These decisions, and the reasons they were made, will be recorded in the electronic case file.

