

# If you are not happy with the assessment

If you are unhappy with the assessment please discuss this with the worker in the first instance. If this does not resolve your concerns you may ask to have the matter investigated via the complaints procedure. You can contact the Complaints Manager at the address below (you do not need a postage stamp) or via telephone or via e-mail.

**The Quality Assurance Business Manager,  
Children, Schools and Families**  
RRZJ-EUSJ-EGKL  
FREEPOST  
New County Hall  
3<sup>rd</sup> Floor West Wing  
Truro  
TR1 3AY  
Tel: **01872 323164**  
Email: **csffeedback@cornwall.gov.uk**

## Contact us

For advice and guidance please email us at:  
**csffeedback@cornwall.gov.uk**

Or call us on:  
**01872 323164**

**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall,  
Treyew Road, Truro, TR1 3AY

e: [equality@cornwall.gov.uk](mailto:equality@cornwall.gov.uk)

t: 0300 1234 100

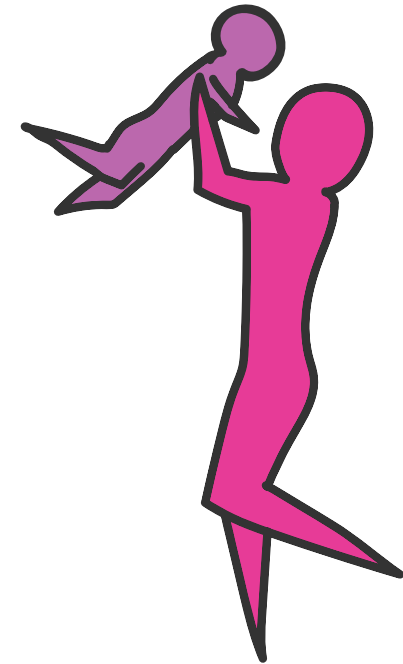


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# Understanding your assessment

Children and Family Services



 [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

This leaflet aims to help you understand the assessment process when there has been a referral to Children's Social Care about the welfare of a child.

### **Why do we need to undertake an assessment?**

We undertake an assessment when concerns have been raised regarding your children.

The assessment gives us an opportunity to talk to you and your child(ren) about any problems and, if appropriate, to plan the right help for you to solve these problems.

### **Consent**

Your consent must be obtained before undertaking an assessment, it is only when there are concerns about the safety of a child that we undertake an assessment without consent.

### **Who do we contact regarding the assessment**

We will contact the professionals that have, or have had, involvement with you and your children, such as your health visitor or child's teacher. This is so that we gain a better understanding of your and your family's needs. We will also talk to you about making contact with members of the child's extended family who might be able to help.

### **Who will do the assessment?**

A member of your local team will come to see you about the assessment and ask you for permission to share some of the information that is discussed within the process with relevant professionals.

If during the course of the assessment the worker believes a child or young person may be at risk of harm they have a duty to pass on the information to ensure that no one comes to harm.



### **What happens after the assessment?**

You will have the opportunity to review the assessment report and to comment, including correcting any misunderstandings or inaccuracies.

- If there is no need for further support the case may be closed.
- It may be that you are advised about what help is available in your community.
- It may be felt that the right help is offered through our Early Help Services.
- It may be that a social care Child Plan is needed to co-ordinate the support we provide.

You will be involved throughout the process and your wishes and needs and those of your child(ren) will be taken into consideration.

### **Where is the information on my child held?**

Information is stored securely within a Social Care information system, plus possibly on the child's paper files, in accordance with the Data Protection Act 2018. You will get a copy of your assessment.

Everyone has the right to be treated with dignity and respect and must be treated fairly. If you feel that you have not been understood then please tell the worker or their Manager who will listen to you and take your concerns seriously.