

BUSINESS REPLY SERVICE Licence No. GW 3641

< Headquarters
'tonshire Counc</pre> Street High .loch

List of useful Social Work addresses

Advice & Response

126 Cowgate Kirkintilloch G66 1HF

0141 775 1311 Fax: 0141 578 0051

Kirkintilloch Area Team

2 Luggiebank Road Kirkintilloch G66 1HF

0141 775 2110 0141 777 6450

Milngavie & Bearsden Area Team

38 Stewart Street Milngavie G62 2BW

0141 570 2400 0141 955 0197

Bishopbriggs Area Team

1 Balmuildy Road Bishopbriggs G64 3BS

0141 772 6384 0141 762 4677

Social Work Headquarters

William Patrick Library 2/4 West High Street Kirkintilloch G66 1AD

0141 775 9000 Fax: 0141 777 6203

If you require further information please contact:

Family Placement Team William Patrick Library 2 - 4 West High Street G66 IAD

Tel: 0141 775 9000 during office hours

Tel: 0141 578 1010 and leave a message (answering machine out of hours) Email: familybasedcare@eastdunbarton.gov.uk

Useful websites

www.icacentre.org.uk

Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages. Tel 0141 578 8000

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 01415788152ਫ਼ੋਨ ਕਰੋ।









Supported care is a way of providing young people with a form of independent living within a family setting.

Why do young people need supported care?

Some young people require support as a means of moving towards living independently whilst needing the safety and security of a family environment.

Who can become a supported carer?

Supported carers come from all walks of life and backgrounds.

They must have an interest and concern for the welfare of young people and have a spare room.

There are no age, ethnicity, religious or sexual orientation limits and it does not matter if you are married single or living as a couple. The job can be demanding both physically and emotionally but also very rewarding. You will need patience, energy and a sense of humour.

Are there any reasons why I can't be a supported carer?

As you would expect, extensive references are undertaken in respect of all prospective carers, including police checks. Only certain serious criminal convictions will automatically disqualify you from becoming a supported carer.

We will carry out an assessment of your circumstances and suitability as a carer, which will involve a series of visits from a social worker.

What is supported care really like?

As a supported carer you may be faced with situations which could be unfamiliar to you. It may mean coping with challenging behaviour as young people develop into mature adults. However, most carers find that the satisfaction and rewards of being a carer far outweigh the problems and frustrations.

What support do supported carers receive?

All young people placed in supported care will have an allocated worker. As a supported carer you will have the support of the allocated worker and the Throughcare team.

Could you become a support carer?

Supported care is a way of providing young people with a form of independent living within a family setting.

There will be regular meetings and reviews of the plans for the young people.

Supported carers will be required to go through some mandatory training.

As a supported carer you will receive financial support. You can expect to receive a payment of up to £200 per week if a young person is placed with you.

How can I apply?

We suggest the first step is to have an informal chat with our Family Placement Team based at Social Work HQ.

We will welcome your enquiry and will be happy to discuss any aspect of supported care with you, including the application process. Remember, you won't be committing yourself to anything at this stage.

To find out more please contact the Family Placement Team, telephone 0141 775 9000 (during office hours 9am-5pm, Mon - Fri)

Email: familybasedcare@eastdunbarton.gov.uk

Or in writing to: Family Placement Team

Social Work Department
William Patrick Library
2 - 4 West High Street
Kirkintilloch
G66 1AD.

Regulated Services

If your complaint is about the Regulated Care Service, you can also contact the Scottish Care Commission. Regulated Care Services include Residential Care Homes for Children and Young People or Adults, a Support or Day Care Service, a Home Care Service, a Housing Support Service or a Fostering or Adoption Service. Please note the Care Commission will generally advise you to have attempted to resolve your complaint locally before making contact with them. For East Dunbartonshire Council area, the contact address and telephone number is:

Care Commission Central West Region 4th Floor 1 Smithhills Street Paisley, PA1 1EB Tel: 0141 843 4230

Would you like to comment on the service you get?

If you would like to make a suggestion, comment or complaint about the service you have received from us please speak to a member of staff at your local area office. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Comments, suggestions & complaints about Social Work' at your local office, which explains how to comment in writing or by phone. If we are unable to resolve your complaint to your satisfaction, you will then have the right to refer the matter by writing to:

The Scottish Public Services Ombudsman 4 Melville Street Edinburgh EH3 7NS Tel: 0800 377 7330 Email:ask@spso.org.uk

You must do this within 12 months of first being notified of the matters you are complaining about.

Is this leaflet useful?

We would like you to tell us if this leaflet was useful. Please complete the tear off slip overleaf and return it to us (no stamp required).

moisten strip Is this leaflet useful? Your comments: Does it answer your questions? If you think we can improve this leaflet, why not complete the tear off strip and return it to us. Name: Address: When and where did you get this leaflet/booklet from? If you took it from a reception point, were the staff helpful? Yes □ No □ Was the leaflet/booklet easy to obtain? No □ Yes □ Was the layout of the leaflet/booklet easy to follow? Yes □ No □ Was the information: Understandable? Yes □ No □ Useful? Yes 🗆 No □

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