

## How we make sure that you get good help and support

### Early Help and Children's Social Care



What happens with what I tell you and why is it so important?



What you say is then shared with the worker, their manager and is recorded on your/your child's file. This is because lots can be learnt from what you say. This learning can be from both the good things that you tell us and the not so good things. It will not be shared with anyone outside of Rotherham Children and Young People's services.

What you think is important because Rotherham Council want to celebrate and do more of the good things they do for children and families. They also want to be better where you think it is needed.

If the audit finds any issues Rotherham Children and Young People's services will do their best to make changes so it doesn't happen again.

What if there are things that I am not happy about?



We would like you to be as honest as possible so that Rotherham Council know what you aren't happy about and they can look at doing something about it...

...If you aren't happy and you don't want your worker to know, you will be told who you can contact to talk more about it; this is usually the team manager or in some cases the complaints team.

Can I see a copy of the audit?




A child's file can only be seen by you and the people that are helping you. There are occasions when other people need to see the file and we will always discuss this with you. The completed audit is saved onto your/your child's file and below are ways you can access this personal information.

Contact us:

Online 

[https://www.rotherham.gov.uk/info/100004/council\\_and\\_democracy/1253/right\\_of\\_access/3](https://www.rotherham.gov.uk/info/100004/council_and_democracy/1253/right_of_access/3)

Write to us 

Data Protection Officer,  
Rotherham Metropolitan Borough Council  
Riverside House  
Main Street  
Rotherham  
S60 1AE

Call us 

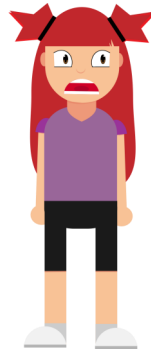
01709 382121 and ask to speak to the 'Data Protection Officer'.

**One of the ways that we check on the quality of support you receive is by carrying out an audit.**

Audit is a way that Children and Young People's services in Rotherham check if children and their families are getting the best from their Early Help Workers and Social Workers.

This is a piece of work to 'check' that workers are doing the right thing. This is not done by your worker, but by someone else and they do this by reading what is on your/your child's file, speaking to your worker and most importantly speaking to you.

Audit is a very important part of making sure that children and families have a voice and are getting the best support possible.



What does it mean for me?

It could be that during the time that Early Help or Social Care are working with you and your family, somebody contacts you to ask about the help and support you have had. They could also contact you and your family after work has ended.



Do I have to speak to someone?

No, this is completely voluntary. However this would be really helpful to improve services and it means that your voice can help us to make things better for you, your family and other families in Rotherham.



What happens if I agree to speak to someone

A member of staff in Rotherham (not your worker) will call you, or arrange through your worker to meet you, and they would ask you some questions.



What kind of questions will I be asked?

For children and young people: you will be asked about your relationship with your worker, how they have helped you, how this has changed things for you and how you could have been helped more.

Rotherham Council would really like to understand what difference their services have made to you and your family.

For parents, carers and family members: you will be asked about your relationship with your worker, if the service you have had has made a difference to your family and how services could have helped you better.