Ceredigion County Council Social Services Department

How to Access our Services

...taking care to make a difference

Large Print or other format/medium are available on request please telephone

01545 574000

or Minicom

01545 574001

or Email

contact-socservs@ceredigion.gov.uk

Contact Centre Office Hours:

Monday – Thursday:	8.45 a.m. – 5.00 p.m.
Friday:	8.45 a.m. – 4.30 p.m.

You can find information about services provided by Ceredigion County Council on our website at:

www.ceredigion.gov.uk

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How to access our Services

Ceredigion Social Services established a Contact Team to provide a single telephone contact point for all enquiries in respect of Ceredigion clients who need to be referred to the Department for an assessment of services.

The Contact Centre offers quick and easy access to advice and information about the Department's services and the range of other resources available both locally and nationally.

All the Contact Officers are able to speak to you in either Welsh or English, whichever you prefer. If we are unable to resolve your query immediately, we will offer to telephone you back with the information.

Commonly Asked Questions

1. Who can use the Contact Centre?

Anyone who would like information, advice or help from Social Services, either for themselves or on behalf of another person.

2. How to contact us?

You can telephone us on

01545 574000

or Fax us on

01545 574002

or our Minicom Number is

01545 574001

Alternatively, if you prefer, you can email us.
Our Email address is
contact-socservs@ceredigion.gov.uk

Our opening hours are:

Monday to Thursday **8.45 a.m. – 5.00 p.m.**

Friday **8.45 a.m. – 4.30 p.m.**

In an emergency outside these hours, you can contact our Emergency Duty Team on:

0845 6015392

3. How can the Contact Team help me?

- by taking an initial assessment (called a Contact Enquiry) of your needs based on the information you supply. Where appropriate, we will refer the assessment to the appropriate Social Services Team. A Social Worker, Specialist Worker, Care Assessor, Occupational Therapist or a Community Psychiatric Nurse may then be in touch with you.
- by letting you know what services are available to you through Social Services or other voluntary / local organisations
- to get in touch with the voluntary sector
- to register as a disabled person
- to obtain a Blue Badge
- to obtain a Carer's Assessment
- to apply for a Pendant Alarm system
- Where appropriate, passing your concerns about a vulnerable person/child to the appropriate Team.

4. What will happen when you telephone us?

You will be asked for information about yourself or the person you are calling about.

If you contact the Department on behalf of someone else, it is very important that they are aware of this and that you get their full permission before you telephone us. The Contact Team will ask you to confirm this.

The Contact Team will answer your query and/or where necessary, will complete a Contact Enquiry, which will be sent to the relevant Team. If the service you require is not provided through Social Services, the Contact Team may provide you with information on other organisations that may be able to help you.

The information you will need to provide will be basic information about yourself or the person you are calling about for example full name, date of birth, address, postcode and telephone number; Ethnic Origin, GP, Religion and Next of Kin details. If a Contact Enquiry is taken then we will need details of the difficulties you or the person you are calling about are experiencing, and how you/they would like help with these.

However, if you do not have all the information we need, you can still contact us, but we will need this as soon as possible to proceed with the Contact Enquiry.

5. What if I am concerned about somebody but do not know a lot of information about them and/or I wish to remain anonymous?

If you have concerns about someone who may be at risk, especially a child/ren, you can still telephone the Contact Team even if you cannot provide a lot of information.

The Contact Officer will discuss your concerns with you and explain what will happen to the information you have given.

Where possible we would prefer that you provide us with your name and a contact number, a member of our Social Work

Team may wish to contact you regarding the information. If you provide your contact details, but wish to remain anonymous, we will not disclose your details without your permission.

You may also be interested in visiting our Ceredigion LSCB (Local Safeguarding Children Board) website which has useful information and telephone numbers:

www.ceredigionacpc.org.uk
or
www.ceredigionlscb.org.uk

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

We are in the process of developing Advocacy Services for Adult Services, and there is an Advocacy Service available for Children's Services. Where possible, we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

In relation to Adult Services, 'Eich Dewis Chi' offers an Advocacy service for:

- People who have Mental Health problems,
- People who have a Learning Disability,
- Older People with Mental Health problems and
- Vulnerable Adults.

In relation to Children's Services the 'NSPCC' offers an Advocacy Service for:

- Looked After Children;
- Care Leavers;
- Disabled Children and
- Children in Need who wish to make a complaint.

The **NSPCC** Freephone telephone number is:
0800 328 8034

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Services Department has a complaints procedure.

If you think we have done something well, you can also tell us.

For **Social Services Department** ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Emergencies

If you need urgent help outside the opening times of the Contact Centre (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:

0845 6015392

Other leaflets detailing the different services offered by Ceredigion Social Services are available on request from the Contact Centre. For further information please telephone:

01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: …….....….

Address: …….....

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Tel. No: …… Date: ….....…….

Leaflet received from: ...…….....……

My compliment or complaint:

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(Please continue on a separate page if you need to)

Send this page to:
Social Services Department HQ, Minaeron,
Vicarage Hill, Aberaeron, SA46 0DY.

Thank you for your comments