

We are here to help

Additional Information

It is acknowledged that being involved in the child protection system can be a stressful time for families. It is important that:

- Everything that is happening is explained to you
- You and your child/children's views are listened to
- You are advised on the best way you can support your child during this time (e.g. reassuring your child)

Wherever possible you will be kept fully informed of what is going on and where necessary helped to support your child

If you feel you or your child have not been treated fairly during this time, you have the right to make a complaint. The social worker or another professional can advise you on who to contact for further advice.

If at any time you feel that you need legal advice on what you or your child's rights are you can contact:

- A solicitor (Legal Aid may be available)
- The Scottish Children's Reporter's Administration
- The Scottish Child Law Centre

All agencies working with families recognise that bringing up children can be demanding and stressful. If you would like further help or advice then please speak to someone such as:

- A Health visitor
- A Nursery teacher
- A Social worker
- A Teacher
- A GP
- A Family member or friend, or any other person who can access help for you.

We are here to help

If you need to speak to someone or need advice or support please contact:

Name:.....

Agency:.....

Contact details:.....

If this person is not available please speak to the following manager:

Name:.....

Agency:.....

Contact details:.....

List of useful local contact numbers

Social Services Reception Services, Kilbirnie	01505 684551
Social Services Reception Services, Irvine	01294 324800
Social Services Reception Services, Saltcoats	01294 605261
Social Services Reception Services, Arran	01770 600742
Police Family Protection Unit (or any local police station)	01292 664014
Scottish Children's Reporter Administration	01294 278151
Childline	0800 1111
Parentline	0808 800 2222

Your health visitor can be found through your GP surgery or health centre.

Out of office hours

If you need to speak to someone urgently please phone Social Services Standby Services **0800 811 505** and ask for the Duty Worker.