

# An Introduction to Social Work Services



## **Introduction to services**

Many people in Glasgow will have contact with Social Work Services at some point in their lives. This may, for example, involve an older family member in need of extra help to stay at home, a disabled person attending one of our day centres, or a child in need of support or protection.

### **The aims of social work are to:**

- keep vulnerable people safe
- promote independence and inclusion
- supervise those who pose risk

The way we meet these aims in Glasgow is set out in plans which are regularly reviewed and updated to reflect the changing needs of the population of Glasgow and feedback from people using our services.

### **Social Work Services in Glasgow are based on these principles:**

- achieving quality and Best Value in all aspects of service delivery
- listening and responding to users, parents, carers and communities
- promoting social inclusion and social regeneration
- partnership across the Council and externally with statutory agencies and the independent sector

This leaflet provides general information about services that can be provided. Other leaflets are available which provide more detail about each area of service, for example, 'How to get advice or help from Social Work Services', 'Services for Older People' and 'Criminal Justice Services'.

### **What is social work?**

We provide services including: community care; home care; support to children and families; community development; welfare rights and criminal justice. We also provide residential and day care services, and both register and inspect these to ensure standards are met.

It is the responsibility of Social Work Services to:

- protect people who are at risk from abuse, neglect, and self harm

- assess and arrange services for people in their own homes, at day activities, in family care and residential units
- with consent, contact housing, health and other services where assessment has shown assistance is needed
- promote the development of a range of services which meet the needs of individuals and carers
- provide services in a way which helps people to be as independent as possible

Within Glasgow services are provided through different organisations including the City Council, voluntary organisations, private agencies and self-help or carers groups.

### **How to ask for services**

These services are usually arranged through your local social work office (see links to contact information at the back of this leaflet).

### **Your local area office is open**

Mon-Thurs	8.45am-4.45pm
Friday	8.45am-3.55pm

If you are in hospital contact the social work staff there.

You can contact us yourself by coming into the office, telephoning or writing, or your GP or other people you are involved with can put you in touch with social work.

When you have an appointment with a member of social work staff you can bring a friend, relative or someone else to speak on your behalf. If you prefer your appointment to be with someone of your own sex please let the receptionist know. Occasionally this may take longer to arrange.

Apart from initial information and advice it is usually necessary to be assessed for a service. For some services, for example, home care, there may be a charge, but this normally depends on your income.

## **Emergency situations**

If you have an emergency:

- within office hours, we will give you an urgent appointment
- outwith office hours, phone our Standby Service on:

**0800 811505**

## **Homelessness**

If you are homeless and don't already have a member of social work staff working with you contact

Homeless Persons Team  
180 Centre Street  
Glasgow G5 8EE  
Tel: 0141 287 1800

within office hours or outwith office hours phone our Standby Service  
on **0800 811505**.

## **What is an assessment?**

An assessment involves discussions with social work staff. The purpose is to look at what your needs are and how best these needs can be met.

For many people, it will only take a matter of days to complete the assessment and start providing services. For others the assessment process may take some time.

In order to allow us to understand your daily living needs we will ask you who else we should speak to, for example, your doctor, school or family. You will be kept informed of what is happening during the assessment process and while your assessment is taking place you may be offered some services to deal with any immediate needs you have.

If you start receiving services a member of staff may be nominated to keep in touch with you regularly. If your needs are quite straightforward this may not be necessary, but your needs will be reviewed at least once a year to make sure the services you receive are still suitable.

You should let us know at any time you don't think your needs are being met.

## **What types of services might be available?**

We provide support to individuals, families and carers who require assistance. Some of the services we can arrange are listed in this leaflet. You may require assistance from one or more category:

### **Information and advice**

Information and advice is available from your local social work office. If you are in hospital you can contact the hospital social work team. You don't have to be assessed for this service but if it becomes clear help will be needed over a longer period of time you may be allocated a specific member of staff to work with you. A separate leaflet is available on 'How to get advice and help from Social Work Services'.

### **Welfare rights**

- basic benefit advice is available
- more complex benefit problems can be referred by a senior social worker to your local welfare rights officer
- representation at appeal tribunals is offered by the representation team, they can be contacted through your local office

### **Children and young people**

- support and supervision is given to children at home who require protection
- reports are prepared for the Children's Hearings Service
- support and supervision is given to children with special needs
- home care services can be offered
- children are looked after away from their own homes (for example, in children's homes)
- support is given to young people leaving care
- foster carers, shared carers, respite carers and carers for children with special needs are recruited and given support
- counselling, support and placement is arranged in relation to adoption
- services are given to young people who offend
- occupational therapy services are assessed and arranged

- the Children's Rights Officer offers support to young people looked after away from home

A separate leaflet is available about 'Children and families services'.

### **People with learning disabilities**

Various services can be offered including:

- day services
- hostels
- supported accommodation
- home care services
- occupational therapy services
- respite
- links to education, recreation and leisure opportunities
- employment opportunities
- counselling services
- befriending services
- advocacy services

A separate leaflet is available on 'Services for people with learning disabilities'.

### **Physically disabled people (including visual and hearing impairments)**

A number of services can be provided including:

- occupational therapy services
- day services
- supported employment opportunities
- home care services
- aids and equipment for daily living
- adaptations to houses organised jointly with Council and other housing services
- independent living schemes
- supported living schemes
- social rehabilitation
- respite
- assistance to access training and education opportunities
- Centre for Sensory Impaired People
- links to employment
- advocacy services

A separate leaflet is available on 'Services for physically disabled people'.

### **People with mental health problems**

Services include:

- supported accommodation
- support during rehabilitation
- Mental Health Officers
- day services
- respite
- counselling services
- befriending services
- employment opportunities
- home care services
- advocacy services

A separate leaflet is available on 'Services for people with mental health problems'.

### **Older people and people with dementia**

Various services can be provided including:

- residential and nursing homes
- supported accommodation
- day services
- home care services
- meals on wheels
- lunch clubs
- occupational therapy services
- aids and equipment for daily living
- adaptations to housing organised jointly with Council and other housing services
- respite

A separate leaflet is available on 'Services for older people'.

### **Criminal Justice Services**

- offenders are supervised who are on probation, community service and fine supervision orders

- prisoners are supervised who are released on parole, extended supervision orders, supervised release orders and other forms of aftercare
- social work staff provide support to courts and the Parole Boards
- bail information, supervision and bail beds are provided
- services are provided to prisoners and their families
- operation of Diversion from Prosecution Scheme
- support offered to victims of crime

A separate leaflet is available on 'Criminal Justice Services'.

### **Families**

- advice is available on welfare benefits, debts and budgeting
- counselling can be arranged to assist with family difficulties
- support can be provided to prevent family breakdown
- respite or home care services may be offered

### **People with addiction problems**

A number of services are offered including:

- crisis intervention
- drug and alcohol/community care assessments and management of care plans
- individual and family counselling and support services
- access to community and residential rehabilitation services
- access and provision of pre-employment training
- groupwork
- drop in facilities
- prevention, education and training
- drug awareness/information services
- stress management group
- support for self help groups
- Hepatitis C support groups

### **In collaboration with local health services:**

- support to people on substitute prescribing and detoxification programmes

### **People with HIV/AIDS**

Services include:

- assessment of community care needs

- individual and family support
- support to children infected and affected by HIV
- home care services
- occupational therapy services
- access to residential services
- supported accommodation

### **Community Work**

- advice and assistance is offered to local people and groups who are organising around locally identified issues
- advice, assistance and support is offered to individuals who are affected by poverty, disability, etc. to allow them to become more included in their local community

### **People from ethnic minority communities**

We aim to ensure all our services do not discriminate against people from black communities and where appropriate mainstream services will be adapted to ensure that specific issues relating to race, religion, culture, language or dietary needs are taken into account. Some specific services have been developed for black and ethnic minority people, for example:

- day care
- interpreting and translation services
- community development
- welfare rights advice
- women's issues

### **Women**

Some services look specifically at women's needs. Services offered include:

- information and advice
- support and counselling regarding domestic abuse, unplanned pregnancy, abortion, rape, incest/sexual abuse

### **In collaboration with health services:**

- confidential drop in service for prostitutes offering a comprehensive social work and health service

## **Do you require interpreting or signing services at your appointment?**

If you need to communicate in a language other than English, we can arrange an interpreter.

If you arrive at an area office, the member of staff you see can arrange telephone interpreting in Urdu, Punjabi and Chinese. We can then deal with your issue via telephone interpreting or make an appointment when an interpreter can attend in person.

If you require interpreting in any other language, an appointment will be made when an interpreter can be present.

This leaflet is also available in Urdu, Punjabi and Chinese. Ask for a copy at reception in your local area office or telephone the Social Work Services Communications Unit on:

**0141 420 5500**

If you have a hearing impairment and would like an interpreter to attend your appointment please let us know and we will make the necessary arrangements.

Arranging interpreters may mean you have to wait a bit longer for an appointment.

If you have difficulty reading this leaflet or know someone who may have difficulty, it is also available on tape, disc, in Braille and large print. If you would like a copy in one of these formats ask at reception or telephone the Centre for Sensory Impaired People on:

**0141 276 5252**

## **Other information**

We have a number of other factsheets and leaflets on topics we are often asked about. Information is being developed all the time. The receptionist at your local area office will tell you what information is available. Or if you prefer you can phone the Social Work Services Communications Unit on:

**0141 420 5500**

## **OUR COMMITMENT TO YOU**

### **Confidentiality**

We will as far as possible respect your confidentiality and you have legal rights under the Data Protection Act. If you would like further information ask at your appointment.

### **Equality**

We are committed to ensuring that:

- our services are equally open to all
- we will not accept discrimination or harassment on any grounds by either our staff or people using our services
- we gather statistics about our services to ensure standards are being met and to plan for future service provision - you may be asked to provide information to assist us in this
- we publish reports regularly on our performance in meeting these standards.

### **Welfare rights advice**

You can be provided with welfare rights advice to promote full uptake of benefit.

### **Involving you in the service**

We will involve you as much as possible in discussion and decisions affecting your situation and in planning the services you receive.

### **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 `Suggestions, comments or 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 to the Scottish Public Services Ombudsman by writing to Freepost EH641, Edinburgh, EH3 0BR or telephoning 0800 377 7330. You must do this within 12 months of first being notified of the matters you are complaining about.

## Contact Information for Local Social Work Offices

Information on contact details for local social work offices can be found by selecting the links below.

Please note that links will open in a new browser window.

[North East local social work area](#)

[North West local social work area](#)

[South local social work area](#)

# INCLUSIVE • SUPPORTIVE • PROTECTIVE

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