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Please return this form to:
Freepost RRAZ-uzyz-syxh
Angus Council
Social Work and Health
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar DD8 1WS

To ensure confidentiality please place this form in an envelope before posting.

To contact the service or for more information

Phone: 01307 461460 or 474848
Mobile: 07801 912850
Fax: 01307 474899
E-mail: rights@angus.gov.uk
or visit www.angus.gov.uk

Write to or visit:
Angus Council Social Work and Health
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar
DD8 1WS

Or call at any Social Work office in Angus and ask to contact the Clients' Rights Service.

How much does it cost to receive services from the Clients' Rights Service?

Nothing, the service is free.

The Clients' Rights Service will respond to:

- all contacts, within five working days;
- all requests for support, mediation or negotiation for those who are not happy with Social Work, within 14 days; and

It will also:

- visit every young person placed in a secure unit, within the 21-day period outlined in the appeals process;
- make at least two visits a month to young people placed in secure accomodation; and
- make at least one visit a year to every team or service within Social Work and Health, to promote a wider understanding of rights issues, how they affect the people we work with and to strengthen the established culture of rights in Angus.

Crystal Mark 6798
Clarity approved by Plain English Campaign

You can get this leaflet in large print, in Braille or on CD by phoning us on 01307 474151.

We can provide this information in other languages if you need it.

Call ACCESSLine 08452 777 778 -
your direct line for council services.

R Peat
Director of Social Work and Health

October 2009

Clients' Rights Service

Angus Council

SOCIAL WORK and HEALTH

What is the Clients' Rights Service?

It is a service that promotes the rights and responsibilities of children, young people and adults who receive services direct from us or that we have arranged.

The service will respect your privacy unless it thinks that you or others are in danger. The service offers advice, representation, advocacy (this is when people are supported to express their views and feelings), counselling and support to anyone who has contact with us and who believes that their rights have been broken or ignored.

The Clients' Rights Service can help in different ways, for example it can:

- support you or represent your views at Social Work and Health meetings;
- make sure that your views are heard at meetings that involve Social Work or services arranged by Social Work;
- give you advice;
- listen to you and your concerns if you do not feel like talking to anyone else;
- support you at Social Work reviews whether these are childcare or community care reviews;
- make sure that your views are heard at children's hearings;
- support you to make a complaint if that is what you want to do;
- support you during your viewing of your Social Work file; and
- give advice and information on rights issues to Social Work staff and other professionals.

Who can contact the Clients' Rights Service?

Anyone can contact and expect to receive help from the Clients' Rights Service.

Who can use the Clients' Rights Service?

The service is available to anyone who has had contact with us, even if they already have a social worker or care manager, or even if they no longer have contact with Social Work but feel that they want to talk with someone about something that may have happened when in contact with Social Work. The Clients' Rights Service is open to:

- children;
- young people; and
- adults.

It is available to people regardless of their age, race, skin colour, sex, sexual orientation, language, nationality, ethnic, national or social background, religion and political beliefs or other opinions, property, medical condition or disability, and so on.

When and where is the Clients' Rights Service available?

It is available Monday to Friday, 8.45am to 5pm.

If you need to speak to someone after 5pm, or before 8.45am or during weekends or public holidays, please contact the Out of Hours Service on 01382 436430.

The Clients' Rights Service will visit you at home or arrange to see you at:

- a daycare centre;
- a resource centre for children or adults;
- a foster home;
- a residential home for children and young people;
- a residential school;
- a secure accomodation;
- your relatives' or friends' home;
- a prison;
- a private, voluntary, or local authority care home for adults, and older people; or
- any other place arranged by Social Work.

When arrangements are made for services to be provided away from Angus, the Clients' Rights Service will also visit people wherever they may be, if necessary.

We aim to meet our current standards, and also to consider how we can improve them.

If you have any comments on the service you have received, or suggestions on how we can improve our standards, we would like to hear from you.

If you have a complaint about our services, you can get a leaflet '**What to do if you are not happy with services provided by Social Work'** from any social work office.

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