

Do you have questions?

You may have questions of your own that you want to ask the social worker so please don't be afraid or embarrassed. The social worker will listen to you and talk to you about any of your questions. Asking questions helps the social worker to start to help you.

There may be words in this leaflet that you do not understand. It is important that you have information which is helpful to you, so don't worry about asking.

You can telephone our customer service centre on 01438 737500 if you need further copies of this leaflet or contact your social worker.

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These are only some of our services.
Find out more at www.hertsdirect.org
or email us at hertsdirect@hertscc.gov.uk

Every Hertfordshire library has free
internet access for the public

Design ref: DPP11702 CSF Ref: 4467

Understanding assessments

Information for children and young people

Hertfordshire County Council
County Hall, Pegs Lane,
Hertford, SG13 8DP

Children, Schools and Families
01438 737500
www.hertsdirect.org/csf



For more help and advice about the information in this booklet, contact Hertfordshire County Council customer service centre on 01438 737500. Callers from 01923 or 0208 dialling codes may wish to use 01923 471500 in order to be charged at local call rates.

Visit the Children, Schools and Families home page – www.hertsdirect.org/csf for lots more useful information about our services for children and families. You can also contact us by email at hertsdirect@hertsgov.uk

For further copies of this leaflet, please ring the customer service centre, or ask the person from CSF who is working with you for a copy.

If you would like help with translation or need this information in large print, braille or on audio tape, or if you need other help with this information please contact the customer service centre.

Bengali: বাংলা, ভাষায় তথ্যাবলীর জন্য অথবা আপনার একজন দোভাষী অর্থাৎ ইন্টারপ্রিটারের দরকার হলে, অনুগ্রহ করে উপরে যে সব টেলিফোন নম্বর দেওয়া হয়েছে সেগুলোতে ফোন করে যোগাযোগ করুন।

Chinese: 如果需要漢語、版本，或需要口譯人員，請用上述號碼聯繫。

Italian: Per informazioni in italiano, o se desidera l'aiuto di un'interprete, contatti i numeri elencati in precedenza.

Portuguese: Para informações em português ou se precisar de uma interprete é favor telefonar para um dos números acima.

Punjabi: ਪੰਜਾਬੀ, ਦੇ ਵਿਚ ਜਾਣਕਾਰੀ ਦੇ ਲਈ ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰਾਂ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Turkish: Sağlanan hizmetlerle ilgili bilgileri Türkçe, istiyorsanız ya da bu dillerden çevirmene gereksinim duyarsanız, lütfen yukarıdaki telefon numaralarını arayınız.

Urdu: اردو میں معلومات کے لئے، یا اگر آپ کو ایک انٹرپریٹر کی ضرورت ہے، تو براہ مہربانی اوپر دیئے ہوئے نمبروں پر رابطہ کریں۔

What is an assessment?

When a social worker does an assessment, it means that they ask questions to find out what is worrying someone. The questions give people a chance to talk about what help they need to sort out their problems.

What will happen?

The social worker will see and talk to you, and possibly any other children living in your house. The social worker will make sure you and any other children are listened to and your views are taken seriously.

What is happening in your life is important.

This may include:

- Who you live with
- Your religion, if you have one
- Your race and culture
- Who you and your family feel are important in your life
- What things are happening which you and your family feel are good, or what things have made you feel uncomfortable or unhappy
- How things are going at school
- If there are some difficulties with your health

The social worker will also talk to other people who know you. This may be your teacher or your doctor, for example. If you are old enough to understand, the social worker will tell you what everyone thinks. After the social worker has spoken to everyone a plan will be made, which will list the ways you and your family can be helped.

What can you do?

Most parents want to do the best for their children. Social workers will be talking to your parents to understand how to help you and your family. If you can talk to the social worker as best you can, this will help Children, Schools and Families help you all.

What will the social worker do?

Children, Schools and Families know that with a little help most families can sort out their own problems. The social worker will try and help your family do this.

After a plan has been made with your family the social worker will try and arrange to help as quickly as possible. Sometimes though, this may take longer and your family may have to wait.

How long will an assessment take?

To begin with the social worker will do a short assessment which will take just over a week to complete.

Sometimes, if there are lots of things going on in your life, the social worker will need to do a big assessment, which will take a few more weeks.