

FAMILY AND FRIENDS CARE POLICY

The family and friends care policy provides information about local services and policies to help family and friends carers (including informal carers) to be aware of the choices facing them and the services which are available to support them.

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1. Introduction

Children may be brought up by members of their extended families, friends or other people who are connected with them for a variety of reasons and in a variety of different arrangements.

This policy sets out the local authority's approach towards promoting and supporting the needs of such children and covers the assessments which will be carried out to determine the services required and how such services will then be provided.

Lancashire County Council (LCC) aims to:

- Ensure that all local authority services fully understand their duties in respect of children living with family and friends care.
- Improve an understanding of family and friends care and the appropriate support that they can receive.
- Ensure that family and friends carers receive appropriate support so that children do not become looked after unless this is demonstrably necessary to safeguard their welfare.

Children and young people who are unable to live with their parents should receive the support that they and their carers need to safeguard and promote their welfare, whether or

not they are looked after. In many circumstances the best option for providing care, emotional stability and potential permanence rests in the option of family and friends care.

Lancashire County Council and partners aim to deliver effective services to children and young people who are living with family or friends in any of the following circumstances:

- informal arrangements with a relative
- informal arrangements with friends or other family members which last for a period of less than twenty-eight days
- private fostering arrangement
- looked after child placed with foster carers
- residence order or special guardianship order, or
- in arrangements which may lead to an adoption order

This policy will be regularly reviewed, and made freely and widely available.

2. Values and Principles

Making a difference to the lives of children and young people in Lancashire is at the heart of everything we do.

It is an underlying principle that children should be enabled to live within their families unless this is not consistent with their welfare. We will, therefore, work to maintain children within their own families, and facilitate services to support any such arrangements, wherever this is consistent with the child's safety and well-being. This principle applies to all children in need, including those who are looked after by the local authority. Where a child cannot live within his or her immediate family and the local authority is considering the need to look after the child, we will make strenuous efforts to identify potential carers within the child's network of family or friends who are able and willing to care for the child.

We provide support based on the assessed needs of the child and all services seek to ensure that family and friends carers (whether or not they are approved foster carers) are provided with the relevant support to ensure that children do not become, or remain voluntarily looked after for longer than is necessary.

Services seek to promote the care of children within their family and work in partnership with them taking into consideration children and young people's needs arising from race, culture, religion and language. Services follow the principles of the Children Act 1989:

- The welfare of the child is paramount.
- Children are best looked after within their families
- Birth parents should, wherever possible, be involved in all planning and decision making affecting their children.
- Legal proceedings should be avoided whenever possible.
- The welfare of the child should be promoted by a partnership between the family and the Local Authority.

- Children should not be removed from their families and contact should not be ended unless it is absolutely necessary to do so for their well being.
- Children and young people's views will be sought in ways appropriate to their age and understanding.
- Children's views will always be considered and their participation in the planning process will be fully supported.

The Children's Trust continues to strengthen a joint approach to making a positive difference to the lives of children and young people in Lancashire. Our objectives are to make Lancashire a place where people can:

- Lead Healthy Lives;
- Learn and Develop;
- Work and Prosper;
- Get help when in need;
- Enjoy a high quality environment;
- Travel easily and safely; and
- Feel Safe

3. Evidence base

Evidenced based research is used to improve services and develop ways of working that will continue to improve services for children and young people, families, friends and carers.

Strong partnership links continue to be maintained with local universities and work continues with them on national and local research projects, for example:

- Private Fostering 2009 – the findings from the research were used to improve services for children who are privately fostered.
- Social Work Practices 2010 -2012 – this research is in progress. This research involves comparing service to children, young people and foster carers across England. The findings will influence future provision and working practices with the aim of improving services.
- Lancashire County Council was involved in a small scale survey to examine the commissioning approach of devices for young people in 12 local authority areas (August 2011).

Internal research work also contributes to the development of best practice. For example research recently completed on **placement stability** is now being taken forward and may impact on placement matching protocol, training and support to foster carers. Further research is in progress on **ethnic minority contact** with social care services.

We maintain a direct link to **Research in Practice** (RIP), use information from them that is based on evidence from research, and engage in selected training events provided for us by them. Research information is also used from other organisations such as the **Joseph Rowntree Foundation**,

We work in partnership with local universities, improving social work training, social work placements and continued professional development.

Our development workforce groups and Human Resources work to improve the standards of all employees working within the Children and Young People Directorate. Information based on research and work that has been piloted elsewhere is used to inform the guidance provided by central organisations such as the [Children's Development Workforce](#) and we in turn use this to improve both training guidance policy documents for employees that work with children, young people, family and carers.

We regularly engage in national research with our local universities. The findings from research and the national guidance based on the research inform our future strategies, policies and development. For example the recommendations which followed from the Laming Report (on child protection), the Munroe Report – A child –centred system; both of which are available from the [DFE website](#).

The Munro report will continue to transform the way that we work to improve services to children, young people families and carers over the coming years.

The views of children, young people family and carers are highly important and always taken into consideration when developing services for children and people. All research undertaken gathers the views of children, young people, family and carers through e.g. one to one discussion, group discussion, questionnaires, the children's council, parenting forums, etc.

Further information will be sought on the thoughts and views of children and young people of the family, friends and carers policy. Data is regularly collected to inform decisions made on all work relating to children and young people including safeguarding, foster care, family and friend's foster care, and private fostering (see Annex D Engagement).

4. Management accountability

The Head of Children's Social Care has the overarching responsibility for this policy

It is their responsibility to ensure that:

- the policy meets statutory requirements and is responsive to the identified needs of children and carers;
- local authority staff understand the policy and that they operate within its framework so that it is applied in a consistent and fair manner across the authority;
- local partners are aware of their responsibilities towards children living in family and friends care and are proactive in meeting those needs;
- the policy is publicised sufficiently to ensure that anyone who may be considering becoming a family and friends carer can be aware of its content and be clear about how to contact the local authority and other agencies for further information about relevant services.

The Head and Deputy Head of Children's Social Care have overall responsibility for children's social care services in Lancashire.

The Head of Safeguarding Inspection and Audit works closely with the Lancashire Safeguarding Board and senior managers to ensure that safeguarding requirements are met and the safety of children and young people in Lancashire remains a priority.

The Lancashire County Fostering Services Manager's responsibility is to develop and maintain the overview of Fostering Services in Lancashire, to ensure that fostering policy is kept informed by up to date local information and that it is implemented consistently, engages all relevant parties and keeps the service at the forefront of good practice.

There are nine geographical areas and twelve districts managed by a district manager:

- Pendle
- Hyndburn and Ribble Valley
- Preston
- Burnley
- Rossendale
- Lancaster
- Chorley and South Ribble
- Fylde and Wyre
- West Lancashire

The core functions of the district teams are as follows:

- Assessments of need (using the Department of Health Framework for Assessment of children and their Families)
- Child Protection (CP Plans and legal processes)
- Children in Need (Family Support services via the child and parenting service)
- Children looked after, including commissioning placements for Children Looked After
- Care Leavers
- CAMHs social workers
- Multi-agency working (Local Children's Trust arrangements, district multi agency safeguarding hubs)

5. Legal Framework

All local authorities have a general duty to safeguard and promote the welfare of 'children in need' living within their area and to promote the upbringing of such children by their families. The way in which they fulfil this duty is by providing a range and level of services appropriate to those children's assessed needs (Section 17, Children Act 1989). This can include financial, practical or other support. Financial support is only provided in exceptional circumstances to provide urgent assistance to families following an assessment of needs (see section 7).

It is important to note that local authorities do not have a general duty to assess all arrangements where children are living with their wider family or friends network rather than their parents but it does have a duty where it appears that services may be necessary to safeguard or promote the welfare of a 'child in need'.

A 'child in need' is defined in Section 17(10) of the Children Act 1989, as a child; who is disabled or who is unlikely to achieve or maintain a reasonable standard of health or development without the provision of services by the local authority.

To clarify the children who may come within the definition of Children in Need, the local authority has drawn up a 'Supporting a Healthier Better Life' model, which is available in the Lancashire Children and Young People's Plan (pg 6) through the [Lancashire Children and Young People's Trust](http://www.lancashirechildrenstrust.org.uk/) website. www.lancashirechildrenstrust.org.uk/

Children in need may live with members of their family or friends in a variety of different legal arrangements, some formal and some informal. Different court orders are available to formalise these arrangements.

Looked after children are by definition a child in need, whether they are accommodated under Section 20 of the Children Act 1989 (with parental consent) or in care subject to a court order whereby the local authority shares parental responsibility for the child. The local authority has a responsibility wherever possible to make arrangements for a looked after child to live with a member of the family (Section 22 of the Children Act 1989).

For a detailed summary of the meaning and implications of different legal situations, the rights of carers and parents, and the nature of decisions which family and friends carers will be able to make in relation to the child; please see [Appendix A 'Caring for Somebody Else's Child – Options'](#). Section 6 below sets out the local authority powers and duties in relation to the various options.

In relation to financial support, local authorities may provide carers of 'children in need' with such support on a regular or one-off basis, under Section 17 of the Children Act 1989. This is discretionary. However, the status of the placement will determine the nature and amount of the financial support. Additionally the legal status of the child may have a bearing on the levels of financial support which may be available to carers, as there are different legislative provisions which apply to children living with family or friends in looked after/adoption/special guardianship/residence order arrangements. The following sections of this policy set out the support we may provide to family and friends who are caring for children within these different contexts.

6. Information about Different Support Services for Children and Young People in Lancashire

Information for different situations when children may be living with family and friends carers: Information about universal, targeted and specialist services is available on the [Lancashire County Council Web Pages](#).

Lancashire Children and Young People's Trust and partner agencies are delivering and improving services across the authority and undertaking some commissioning of services for children, young people and their families. In each of the nine districts there is a local

Children and Young people's Trust that works to meet the needs of local children, young people, families and carers, through the delivery of a range of services from different agencies and organisations. For more information on these see Annex C – Lancashire Children and Young People's Trust and visit [Lancashire Children and Young People 's Trust website](http://www.lancashirechildrenstrust.org.uk) -(www.lancashirechildrenstrust.org.uk)

Some examples of support services for children and young people, their families and cares within Lancashire are:

- Early Years e.g. childminders/nurseries
- Children's Centres (including best start)
- Day Care
- Support provided in and by schools and colleges
- Parenting Support via children's centres, and our CAPSS service
- Health service e.g. GP, health visitors, health teams, school nurses, the smile for life campaign to improve dental health
- Local youth services - (<http://yps.lancashire.gov.uk/>)
- Summer activities programmes, e.g. play schemes
- Local leisure facilities.

6.1. Informal family and friends care arrangements

Where a child cannot be cared for within his or her immediate family, the family may make their own arrangements to care for the child within the family and friends network. Many family and friends carers are the child's grandparents, who may be older, in poorer health and less well off financially than others who are bringing up children.

Significant numbers of aunts, uncles and older siblings are also family and friends carers. The impact of caring for a child can have a significant impact on the carers' lifestyles, and there may also be a range of practical problems to address, such as accommodation needs.

The local authority does not have a duty to assess any such informal family and friends care arrangements, unless it appears to the authority that services may be necessary to safeguard or promote the welfare of a child in need. In such cases, the local authority has a responsibility under Section 17 of the Children Act 1989 to assess the child's needs and provide services to meet any assessed needs of the child. Following assessment, a child in need plan will be drawn up and a package of support will be identified. This can comprise a variety of different types of services and support, which in some instances of assessed need will include financial support.

6.2 Private fostering arrangements

A privately fostered child is a child under 16 (or 18 if disabled) who is cared for by an adult who is not a parent or close relative, where the child is to be cared for in that home for 28 days or more. A close relative is defined as 'a grandparent, brother, sister, uncle or aunt (whether of the full blood or half blood or by marriage or civil partnership) or step-parent.' It does not include a child who is looked after by a local authority. In a private fostering arrangement, the parent still holds parental responsibility and agrees to the arrangement

with the private foster carer. However, it may still be a private fostering arrangement if the child has made the arrangement and there is no parental consent – this arrangement will require a private fostering assessment. It is a legal requirement that the parent and carer must inform the local authority of the private fostering arrangement. It is also a legal requirement that any local authority employee who is aware of a private fostering arrangement that has not been notified to children's social care must notify the authority.

If you are privately fostering a child or young person, are arranging to privately foster or are aware of an arrangement **please phone 0300 123 6701**.

The local authority has a duty to assess and monitor the welfare of all privately fostered children and the way in which they carry out these duties is set out in the Children (Private Arrangements for Fostering) Regulations 2005. A private fostering arrangement is also defined as a child in need and an assessment should address whether there is the need to provide services under Section 17 of the Children Act 1989. Following assessment, a child in need plan will be drawn up and a package of support will be identified if appropriate.

Information about private fostering can be found on the Lancashire County Councils web pages under P for [private fostering](#). If you would like more information about private fostering, you can find your local authorities phone number and national information on the [Somebody else's child](#) website.

6.3 Family and friends foster carers – 'connected persons'

A 'connected person' means a relative such as a grandparent, brother, sister, uncle or aunt (whether of the full blood or half blood or by marriage or civil partnership) or step-parent), friend of or other person connected with the looked after child (section 105 of the 1989 Act).

A connected person (of a looked after child) who is assessed and becomes approved as a foster carer is often referred to as a family and friends foster carer. To enable family and friends to care for a looked after child as foster carers, they must first be approved as foster carers - see the Care Planning Placement and case Review (England) Regulations 2010-see DfE website.

Where a child is looked after by the local authority, they have a responsibility wherever possible to make arrangements for the child to live with a member of the family who is approved as a foster carer (Section 22 of the Children Act 1989).

When a child is 'placed by the local authority' with family, friends or other connected person, the family or friends carers must to be assessed and approved in line with the requirements of the Fostering Services Regulations. At times there may be an urgent need for a temporary placement. Subject to the successful completion of assessment checks the connected person, may be approved as a foster carer for up to 16 weeks. This period has been set to allow time for the full approval process to be undertaken, which will also include criminal record checks (CRB). This temporary placement can only be extended a further 8 weeks in exceptional circumstances (Regulation 25 of the 2010 Regulations).

Where approval is given to such a placement under this procedure the child or young person will have a placement plan which sets out the specific arrangements surrounding the child/young person and the carers. This includes the expectations of the foster carers and

the support they can expect to receive to enable them to fulfil their responsibilities for the child/young person.

Information and advice is available for family and friends who apply to be foster carers for a specific looked after child. An information pack will be available to potential foster carers about the process and they will be given the name and contact details of the social worker from the fostering service allocated to carry out the assessment.

The fostering recruitment and assessment team is responsible for the recruitment and assessment of all new mainstream foster carers and the assessment of all connected person carers. Currently approximately one third of connected persons carers are foster carers, that is they have prior knowledge or relationship with the child.

Once connected person carers are approved as foster carers, they will be allocated a supervising social worker from the fostering service to provide them with support and supervision, and they will receive fostering allowances for as long as they care for the child as a foster carer.

Whilst the child remains a looked after child, the foster carer, they will be expected to cooperate with all the processes that are in place to ensure the child receives appropriate care and support. For example, this includes contributing to reviews of the child's care plan enabling statutory health assessments, visits, and education, cooperating with the child's social worker and promoting the child's holistic emotional and social needs, for example, promotion and monitoring of contact between the child and their parents (where appropriate).

6.4 Residence Order

A residence order is a court order which gives parental responsibility to the person in whose favour it is made, and may last until the young person is eighteen. Parental responsibility is shared with the parents. Residence orders may be made in private family court proceedings in which the local authority is not a party. However, a residence order can be made to a relative or foster carer (who was a 'connected person') with whom a child is placed as an outcome within public proceedings as part of a permanence care plan.

It is not anticipated that residence order allowances will be paid to families within private child care proceedings.

6.5 Special Guardianship Order

Special guardianship offers a further option for children needing permanent care outside their birth family. It can offer greater security than a residence order without absolute severance from the birth family.

Relatives who are approved as foster carers may apply for a special guardianship order after caring for the child for one year. As special guardians, they will have parental responsibility for the child which, although is still shared with the parents, can be exercised with greater autonomy, on day-to-day matters than where there is a residence order. Any carer wanting further information regarding which order would be the most suitable should seek legal advice.

Again, special guardianship orders can be made within private family proceedings and the local authority may not be a party to any such arrangements. However, a special guardianship order can be made in relation to a relative or foster carer (who was a 'connected person') with whom a child is placed as living as an outcome within public care proceedings as part of a permanence plan for a child in need or a 'looked after' child.

Where the child was 'looked after' immediately prior to the making of the special guardianship order, the local authority has a responsibility to assess the support needs of the child, parents and special guardians, including the need for financial support.

6.6. Adoption Order

Adoption is the process by which all parental rights and responsibilities for a child are permanently transferred to an adoptive parent by a court. As a result the child legally becomes part of the adoptive family. An adoption order in favour of a relative or foster carer (who was a 'connected person') with whom a child is living may be an appropriate outcome as part of a permanence care plan within public care proceedings.

Local authorities must make arrangements, as part of their adoption service, for the provision of a range of adoption support services. They undertake assessments of the need for adoption support services at the request of the adopted child, adoptive parents and their families, as well as birth relatives. The support required is set out in an adoption support plan and may include financial support (see adoption support scheme for more details).

7. Financial support – general principles

Where the child or young person is not looked after by the local authority and there is family and friends care of someone else's child, for example informal family carers or someone privately fostering a child there may be entitlement to state benefits and allowances, such as child benefit and child tax credit.

The Welfare Rights service can provide advice regarding benefits and they can help people to identify whether they are receiving the benefits they are entitled to. It is recommended that carers of children seek that advice initially and some of this information can be found on the Lancashire Fostering service web pages, at your local benefits agency, [Lancashire County Council Welfare Rights Service](#) or on the [Directgov](#) website.

8. Support with Accommodation/Housing

The authority works with social housing providers to ensure, whenever possible, that family and friends carers of children living in social housing are given appropriate priority to move to more suitable accommodation if this will prevent the need for a child to become looked after. This is in order to support children and young people living within the community as opposed to public foster/residential care.

The Lancashire Young People's Homelessness Strategy

The Lancashire Young People's Homelessness Strategy (16/17 year olds) has been developed in partnership with other organisations and discussion with young people to address the accommodation and support needs of homeless young people aged 16/17 in the county. The vision of this protocol is to prevent and reduce youth homelessness.

The strategy covers the following groups of young people:

- young people aged under 16 who have been identified as being at risk of homelessness;
- young people aged 16 and 17 who are homeless or at risk;
- care leavers aged 16 – 21 who are moving to independent living; and
- young people aged 16 – 18 who need accommodation and a high level of support due to complex needs.

The prevention of homelessness and reintegration of young people into the family home is likely to be more successful where full consideration is taken of the needs of the whole family and where a focus is not just placed on the immediate housing issue but the underlying causes of family breakdown. Support can be offered through [Information for Customers](#).

The local authority provides accommodation for every child in need within its area who requires accommodation. Before providing accommodation it must be clear that the child or young person is a child in need and:

- there is no one who has parental responsibility for the child;
- the child is lost or has been abandoned;
- the person who has been caring for the child is prevented (whether or not permanently and for whatever reason) from providing the child with suitable accommodation or care.

Accommodation may be provided if this would safeguard or promote the child or young person's welfare (Section 20 (1) of the 1989 Act).

The local authority does not acquire parental responsibility in respect of an accommodated child. However Section 3 (5) provides for a person who does not have parental responsibility for a child but who has care of the child to do what is reasonable to safeguard or promote the child's welfare. This is thought generally to enable carers to make decisions and take action in situations where this is required to protect a child and there is no time to consult with those who have parental responsibility for the child.

9. Supporting contact with family

The Local authority has a duty to promote contact for all children looked after, 'where it is necessary to do so in order to safeguard and promote his or her welfare'.

Information regarding local contact centres and family mediation services, and how to make use of their services can be found from Lancashire Family Information Services at <http://www.lancashirefamilymediation.org.uk/>

Carers of children will be expected to promote contact between children and their families unless there are serious safeguarding issues. It is often within the child/children's best interests to retain some form of contact with their birth family. The amount type (i.e. direct or indirect), and venue, can vary depending on what's in the best interests of the child and is also dependent on their age.

Where a child is looked after by the local authority, contact between the child and his or her family 'unless it is not practicable or consistent with the child's welfare' will be promoted. The overall objective of the contact arrangements will be included in the child's care plan and the specific arrangements will be set out in the child's placement plan.

10. Family Group Conference Service

Family group conferences are meetings held for family members in order for them to agree and achieve the best outcomes for children. They promote the involvement of the wider family/social network to achieve a resolution of difficulties for children in need and may help to identify short-term and/or permanent solutions for children within the family network. It is essential that this process is supported by a facilitator/co-ordinator.

Any plan to convene a family group conference must be fully discussed with the family and the child and the family's willingness to participate in the process must be confirmed via the social worker or family support worker. The child, young person and the family can identify which family members attend. In this instance members of the group may include blood relatives, significant friends/neighbours and carers where they are the carers for the child or young person.

Family group conference or other forms of family meetings will be offered at an early stage. If a child becomes looked after, perhaps following an emergency, without a family group conference having been held, then (where appropriate) we will arrange one as soon as possible. Family group conference support will be offered as part of the plan based on assessed needs.

11. Support Service

Family and friends carers may sometimes feel quite isolated, and getting together with others in a similar position can often be an invaluable source of support. Local support groups are a valuable way of helping carers to access information about services which will help them to care for the children.

There is also a wide range of parenting support activity provided by and through schools in Lancashire. Out of school activities, information and advice is provided for young people through Lancashire Young People's Service.

11.1 The Child and Parenting Support Service

This service provides support services for children and young people up to the age of eighteen who have been assessed as 'children in need'. The teams have bases within the following districts:

- Lancaster,
- Fylde/Wyre,
- Preston
- Chorley/South Ribble,
- West Lancashire
- Hyndburn/Ribble Valley,

- Rossendale,
- Burnley
- Pendle

There are also satellite service points within each District Council area: Morecambe, Leyland, Burnley and Preston

Support packages can be offered in a variety of circumstances in order to meet an individual child's needs. This support is usually provided to help maintain children within their own family or the community. These packages can be made available to all children in need, including those in need of protection. This is subject to an assessment by a qualified social worker.

These services are offered in a flexible manner to meet the needs of the child within the appropriate timescales. This could include a single service or combination of services. The services identified are based on the assessed needs of the children.

These services include:

- Parenting support and advice
- Family/parenting assessments
- Parenting Groups
- Children's Groups
- Individual Family/children support
- Contact

11.2 The Child Adolescent Mental Health Service (CAMHS)

This service provides advice and support to children and adolescents who have emotional and behavioural difficulties, or mental health problems or disorders and their families. For example eating disorders, self harming, conduct disorders, substance misuse to name a few. CAMHS can provide post adoption support and works to support all placements that are at risk of disruption.

This specialist service is multi-disciplinary and involves professionals from a range of agencies who work together to promote the mental health and emotional well being of children and young people. CAMHS works in partnership with Lancashire Children and Young People's Trust, GP Consortia and regional commissioning groups.

For further information visit the web page [Child and Adolescent Mental Health Service \(Adopted and Looked after Children\)](#). Social workers and other social care staff work within the teams, but referrals to the CAMHS service are made through the child's GP, psychologist (educational and clinical), social workers and children's services, other professionals including schools; via a common assessment form (CAF).

11.3 Lancashire Children's Rights Service

This service provides a befriending and advocacy support for children who are 'looked after'. The main areas of work of the service include:

- Advocacy
- Bullying advice and support
- Children's rights
- Child protection/child abuse advice and support
- Support for children with disabilities
- Social exclusion work
- Support for children who run away

The service undertakes group work with children and young people and ensures they are in contact with the people who make decisions on their behalf. This service provides looked after children with an opportunity to become involved in decisions and ensure that their needs are taken into account within Lancashire's service provision and decision making. For further information visit the web page [Advocacy for children and young people](#).

12. Complaints procedure

Where a family or friends carer is not satisfied with the level of support being provided to enable them to care for a child or young person, they have access to the local authority's complaints process: Our aim is to resolve any dissatisfaction without the need for a formal investigation but where an informal resolution is not possible, a formal investigation will be arranged. Lancashire provides access to a complaints service for all children, young people carers and families.

The timescales and process are set out in the complaints procedure. The procedure ensures that at least one person who is not a member or officer of the authority, takes part in the consideration of the complaint and in any discussion held by the authority about the action to be taken.

If you are having problems, it is very important that you tell us or tell someone you trust, so that we can deal with the problem. You can contact us or send in a complaint if you are:

- A child who is being looked after or who is not being looked after but a child in need;
- A person who qualifies for after-care services;
- A parent or other person with parental responsibility;
- Any foster parent; or
- Any other person who the authority or voluntary organisation considers has a sufficient interest in the child's welfare to warrant representations being considered by them about the discharge by the authority or voluntary organisation of any of their functions in relation to the child.

To enquire about a complaint contact:

- Contact The Line (advice line for young people they will pass on your complaint to the Customer Feedback Service) on 0800 511 11.

- Contact the Customer Feedback Service on 01772 530671.
- Contact Lancashire Children’s Rights Service on 0800 0856 324.

For further information visit [Customer Feedback Service – Children's Social Care Complaints and Representation](#)

Contact details

For further information on Lancashire County Councils services please telephone One Connect on 0845 053 0000 or email enquiries@lancashire.gov.uk

For further information please see:

- Annex A - Caring for someone else's child-options
- Annex B - Children and Young People's Trust
- Annex C – Directorate Wheel
- Annex D – Engagement

- Lancashire County Council – www.lancashire.gov.uk
- Department for Education - www.education.gov.uk
- Public services information – www.direct.gov.uk

Policy Approved by  ...

Date.....

Review date.....