

# Inter Agency Policy, Strategy and Guidance for staff on Supporting Young Carers

**West Dunbartonshire**  
Community Health Partnership

**NHS**  
Greater Glasgow  
and Clyde

**West  
Dunbartonshire  
Council**

Getting it Right for Every Child in West Dunbartonshire



## Website updates to this document

The information in this document is correct at the time of printing in 2009. Some of the information included in the guidance will become out of date, most noticeably contact details and referral pathways. In order to keep the information current, it is posted on West Dunbartonshire Council's website ([www.wdcweb.info](http://www.wdcweb.info))

Users are recommended to check the document on the website regularly.

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## Foreword

This 3 year strategy sits within the Integrated Children's Services Plan. It has been developed by West Dunbartonshire's Strategic Working Group on Young Carers and is based on the principles stated in the Integrated Children's Services Plan of children and young people getting the help they may need when they need it through excellent mainstream universal services as far as possible and by the provision of targeted specialist services where these are required.

Our Young Carers Strategy aims to:

**promote and safeguard the rights and wellbeing of all young carers in West Dunbartonshire, support them so that they can take part in normal childhood experiences and activities and enable them to reach their full potential.**

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## **1. The starting point**

This document is for everyone working in statutory, voluntary and community organisations who might come across young carers. Our aim is to identify and reduce the number of young people undertaking inappropriate caring roles. We will do this by raising awareness of young carers to improve their ability to access help as required. We will support the whole family and the young carer with appropriate services to reduce the possibility of their caring role having a negative impact on their well-being and life chances.

### **1.1 Background**

It is difficult to establish the number of young people in Scotland who provide a caring role to support their families. Young carers are often hidden, they are not always identified by agencies, their needs not recognised or supported. Research would seem to indicate numbers are increasing. The Princess Royal Trust for Carers has carried out research which estimates that 12% of all young people in Scotland are carers.

Successive Scottish Government policies and guidance have consistently emphasized the responsibilities of all agencies to safeguard and provide for the welfare of children and young people and to ensure that they get the help they need when they need it.

This strategy document is intended as a guidance for staff across agencies in West Dunbartonshire to raise awareness of the needs of young carers, and to ensure that all services are supportive to young carers and their families to enable them to have the same experiences as other children and young people and to reach their full potential.

Other organisations across the UK have developed policies and strategies on working with young carers. We acknowledge the ideas gleaned from their work that have been incorporated into our strategy.



## 1.2 Context

Many children and young people are carers. They may, for example, look after a parent who is ill, disabled or who is addicted to drugs or alcohol. They may assist the rest of the family when their parent is not able to, or give up their time to help their parents look after a brother or sister who has a disability.

Parents who have a disability or illness may need support to help them participate in normal family activities with their child.

Agencies involved should work in partnership with young people and their parents in a family centred approach to assessing and meeting needs and promoting inclusion whenever possible.

## 1.3 The impact of caring

Young carers often have mixed feelings about their caring role. For some it can be a positive and rewarding experience, a part of their life of which they are proud, giving them a sense of value and purpose, building confidence and self esteem. However, they may also feel angry, guilty or frustrated when caring gets in the way of the life they would like to lead.

They may have problems finding the time and energy to do homework or concentrate on school work, as well as everything else. They may have difficulty getting to school on time, or at all, affecting their educational attainment and future employment prospects. They may dislike or feel embarrassed or uncomfortable about some of the things they have to do.

They may have no time to have a normal social life or take part in sport or leisure activities. They may be cut off from their friends because none of them understand what their life is like. This can leave them more vulnerable to bullying.

Their health may be affected, especially when they try to provide physical care and emotional support beyond their capabilities.

Many young carers live in families with low incomes, limiting their living standards and social opportunities.

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Young carers may miss out on opportunities to enjoy taking part in activities with their parent as a family, as physical or emotional barriers can prevent family outings.

Children and young people need time and opportunities to develop. Appropriate supports should be offered which will enable them to lead a life as normal as possible and to develop their full potential.

#### **1.4 Our responsibility**

It is important that staff in all services, adult and health services as well as those working primarily with children, are always alert to the possibility that a child or young person might be taking on the responsibility of caring at home. The presence and role of children and young people within a household should be identified in all care plans. (See Section 4 for further guidance).

Young people and their families need an assessment which will take account of both their individual needs and the needs of the family as a whole.

Many families don't realise that there is help available, and take it for granted that they must just "get on with it". They are also often very reluctant to talk to anyone about their problems as they think it will reflect badly on their ability to cope. Parents sometimes fear that if they talk to anyone or ask for help, their child will be taken away from them. A young carer may assume that their family will be broken up, that they will lose control over decision making about their lives or that they may be prevented from providing care at all.

All carers, including young carers, have a right to an assessment from Social Work Services to identify the help that they may need to go on caring. Most young carers are not aware of this right. In addition, they often do not want to be singled out as "different" from their friends, and may be resistant to anyone knowing that they are looking after someone.

Our work with all children and young people is underpinned by the UN Convention on the Rights of the Child (1989), relevant legislation and Scottish Government Policy Directives (See Appendix 1).



The Scottish Government's **Getting It Right for Every Child** policy promotes the requirement for children and young people to get the help they need, when they need it. A key element of local implementation of this policy is West Dunbartonshire's Integrated Assessment Framework for Children. Relevant agencies can contribute to the assessment process leading to one comprehensive Child's Plan.

Locally, West Dunbartonshire's Integrated Children's Services Plan includes a section on Young Carers.

Young carers are children first and our work with them should promote and safeguard their rights and well-being and support them so that they can take part in normal childhood experiences and activities and enable them to reach their full potential.



## 2. Who are 'Young Carers'?

Young carers are children and young people (up to the age of 18) whose life is affected by the need to provide care and support or take responsibility for someone with a long term illness or a disability. This includes a physical or learning disability, mental illness, frailty or old age, or those affected by alcohol or substance misuse.

The person they care for may be a parent, a sibling, another family member or a friend, who may not necessarily live in the same house as them. The care they give may be practical, physical and/or emotional.

Young carers may often be responsible for a great deal of their own care and for the care of their siblings.

### 2.1 Signs that might mean that a child or young person is a carer\*

- Tiredness, a short fuse
- Appearing withdrawn or isolated
- Behavioural problems
- Generally anxious/fearful of the future
- Late (or very rushed, or non-existent) homework or coursework
- Under-achieving at school
- Missing school
- Few friends or difficulty making friends
- Lack of time for play, sport or other leisure activities
- Lack of money
- Physical injury
- Problems establishing relationships

### 2.2 Tasks that young carers may be carrying out\*

- |   |                              |
|---|------------------------------|
| ▪ Budgeting                             | ▪ Bathing                    |
| ▪ Shopping                              | ▪ Helping toileting          |
| ▪ Collecting prescriptions and benefits | ▪ Giving medication          |
| ▪ Housework                             | ▪ Lifting                    |
| ▪ Personal care                         | ▪ Communicating for a parent |
| ▪ Dressing                              | ▪ Parenting younger siblings |



### 2.3 Young carers can feel...\*

- That they're different from their peers
- That no one understands their experience
- That nobody cares much about them – that professionals only work with the person with the obvious care needs
- That no one at school understands why they have to put caring and their family ahead of everything else
- That no one listens to them
- That their contribution isn't properly recognized
- That they are obliged to care
- Resentful of the demands made on them
- Afraid of what they might have inherited - or of what they might pass on to their own children
- Afraid that if they fail in their caring their family may be split up

\*Based on information taken from **Couldn't Care More**, by Jenny Frank, published by the Children's Society, 1995.

## **3. What we want to achieve**

### **3.1 Our objectives**

- To enable young carers to be children first and foremost as reflected in the UN Convention on the Rights of the Child
- To work in a holistic way to meet the complex needs of young carers and to help maintain family stability
- To promote and implement a family centred approach to providing support to young carers and their families
- To be aware of and respond to the individual needs of young carers
- To ensure that staff, practitioners and volunteers are given inter-agency support and training in the issues that affect young carers
- To minimise any negative impact that caring may have on a child's physical emotional and educational development
- To ensure effective working between agencies and between providers of services for adults and children
- To support disabled parents to overcome barriers to fulfilling their parent role
- To reduce stigma affecting disabled people and their carers

### **3.2 Five key steps to achieve our objectives**

#### **3.2.1 We will promote a positive culture within organisations to support young carers and their families by:**

- Promoting a culture of openness so that young carers and their families will have the confidence to come forward and acknowledge their caring role
- Ensuring the needs of young carers and their families are reflected in all relevant policies and strategies

#### **3.2.2 We will improve our identification of young carers by:**

- Improving our systems to ensure young carers can be identified
- Having agreed identification and assessment processes across adult



and children's services within Education, Health and Social Work where there is the potential for children to undertake inappropriate levels of care and responsibility.

### 3.2.3 We will promote the use of a 'Whole Family' Assessment approach by:

- Supporting young carers' right to an assessment of their own needs by Social Work Services and to have their views taken into account (The Community Care and Health (Scotland) Act, 2002 and the Children (Scotland) Act, 1995) but also complying with the principles of **Getting It Right for Every Child** whereby **all** agencies have a responsibility to identify and respond to a child's needs.
- Ensuring the views of young carers are taken into consideration when an assessment of the needs of the person they care for is carried out.
- Ensuring that the assessment of young carers needs will be compatible with the **Getting It Right for Every Child** policy which promotes the need for children and young people to get the help they need when they need it. A key element of local implementation of this policy is West Dunbartonshire's Integrated Assessment Framework for Children (IAF). Relevant agencies can contribute to the assessment process leading to one comprehensive Child's Plan.
- Exploring the use of available assessment tools for example, the Princess Royal Trust for Carers has developed an assessment tool for young carers, "See If I Care". This tool could assist staff working with young carers to engage them in expressing their views and identifying their needs. The tool could inform and contribute to the IAF.

### 3.2.4 We will support young carers and their families in order to reduce the number of young people where caring is impacting negatively on their well-being by:

- Ensuring young carers have the same access to education and career choices as their peers.
- Ensuring young carers have the same access to social activities as their peers.

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- Ensuring that young carers and their families have access to or are given appropriate information about services and choices and are able to access them.
  - Ensuring that services are provided to promote the health and development of young carers whilst not undermining the parent/s.
  - Taking a holistic family centred approach to support we provide and ensure all relevant agencies are involved.

### **3.2.5 We will raise awareness about young carers by:**

- Raising awareness within Universal Services who have a key role in identifying and initiating services for young carers.
- Raising awareness within schools and include questions on young carers in the annual Additional Support For Learning Audit. Educational Services and staff in schools have a key role. As a Universal Service they have contact with most young people of school age. School staff know the pupils, are alert to changes or difficulties and have established systems through Pastoral Care Teams to encourage engagement with young people and provide support.
- Raising awareness within Social Work and Health where staff may have a role in identifying and initiating services for young carers.
- Ensuring work carried out with young carers is monitored and evaluated to inform service improvements.



## 4. Guidance for staff

### 4.1 General guidance for staff

Staff may come into contact with young carers either directly or through working with other family members. All staff, including those working with an adult within the household, should identify and record children and young people within the family and consider the possibility that a young person may be undertaking caring responsibilities. Listening to the young person involved is crucial. They may be quite clear about their concerns and what would be helpful to them but, on the other hand, they may not want to be seen as needing special attention so great tact and sensitivity may be required if they are to get the assistance they and their family need.

Responsibility lies across Children's Services and Adult Services. In undertaking assessment of the care needs of adults in the community, services, particularly in Health and Social Work, need to be alert where a young person is identified as providing a caring role and ensure that their particular needs are addressed. Staff should be proactive in asking the adult how their condition impacts on their children.

In West Dunbartonshire, children should, as far as possible, receive the help and support they need through the provision of excellent mainstream services. If more assistance is required referral should be made for more specialist input.

**"Making it Work" Good Practice with Young Carers and Their Families** - a partnership publication by The Children's Society and the Princess Royal Trust for Carers, provides comprehensive guidance in the areas of assessment, provision of effective services and support for young carers' projects. The content contains the views of young carers and their families.

The Princess Royal Trust for Carers has developed an Assessment Tool for young carers, "See If I Care" that should inform and contribute to the IAF. Copies of "See If I Care" are held in the Groupwork section of the Children and Families Teams in the Department of Social Work and Health.

Further information about young carers is available at:  
[www.childrenssociety.org.uk/youngcarers](http://www.childrenssociety.org.uk/youngcarers)  
[www.youngcarers.net/professionals](http://www.youngcarers.net/professionals)

## **4.2 Guidance for Social Work Services Staff providing services to adults**

In all cases where Social Work are involved in the assessment of need or provision of care and there is a young person within the household, the care manager or social worker needs to consider the following:

- Have you asked the parent what effect they think their problem has on their children?
- What will help the whole family?
- Does the parent need any parenting support?
- Is there a child or teenager in the family who may be acting as a carer for some or all of the time?
- Is the caring role undertaken by the young carer appropriate bearing in mind the age and stage of the child and the tasks being carried out?
- Have you offered the child or young person their own assessment as a carer?
- Have you explained that what they tell you is treated in confidence, unless the information they give leads you to believe they may be "unsafe"?
- Have you told them what kinds of help are possible?
- What help would reduce the negative impact of caring on the young carer?
- Will any help arranged still allow them to continue to care if that is what they want and is appropriate (i.e. not affecting their own health and well being)
- In deciding what could be done, would a family - focused case discussion help?

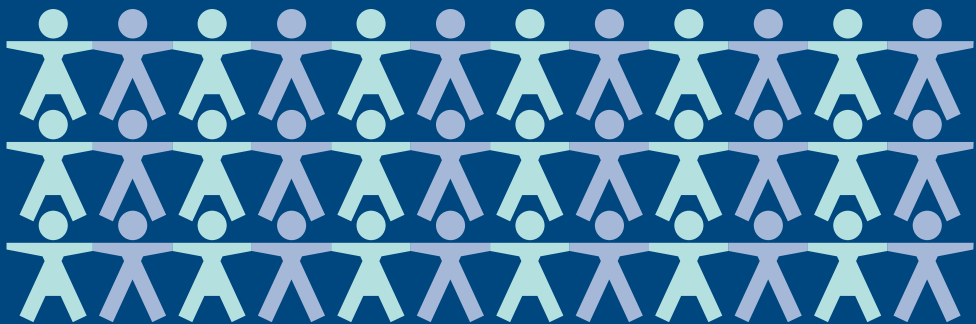
## **4.3 Guidance for Social Work Services staff providing services to children, young people and families.**

Workers in Children's Services may identify young carers within families they are working with themselves or may receive referrals from colleagues in Adult Services or other agencies.

The worker should consider the following:

- What links have you made with Adult Services?
- Is the person who is cared for already known to us?
- Are we providing services to that person?





- If not, is the person they care for someone we would be likely to provide services to if we knew them?
- Is the child or young person's school involved and aware of what's happening?
- Is the child in need or at risk?
- Does the child require a comprehensive assessment through the Integrated Assessment Framework for Children (IAF)?

### Children in Need

Consideration must be given as to whether a young carer is a 'child in need' under the Children (Scotland) Act 1995. The central issue is whether a child's welfare or development might suffer if support is not provided to the child or family.

### Child Protection Issues

- Do the child's responsibilities raise concerns for their physical or emotional well-being?
- Is the child at risk?

## 4.4 Guidance for Staff in Educational Services

Education services and staff in schools have a particularly key role. As a universal service, they have contact with most young people of school age. School staff know the pupils, are alert to changes or difficulties and have established systems through Pastoral Care Teams to encourage engagement with young people and provide support.

All staff working in Educational Services need to be alert to the possibility that a young person may be undertaking caring responsibilities and consider what impact this might have on their ability to benefit fully from their education. Additionally there might be concerns for the young person's health and well-being or other issues which require attention. There may be a particular role for Pastoral Care staff.



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Staff should consider the following:

- Ensure that schools make provision for policy and practice that supports young carers and promotes good communication with their families.
- Promote positive images of illness and disabilities to encourage greater understanding by staff, pupils and other young people.
- Ensure discussion in the Personal and Social Education part of the curriculum which will help promote a fuller understanding and acceptance of, and respect for, the issues surrounding disabilities and caring.
- Ensure access to information for staff to enable them to recognise the indications that a child has a caring responsibility as well as increasing their understanding of such responsibilities.
- Ensure that existing individual plans recognise the child or young person's specific needs as a young carer, for example support to enable them to complete their homework and coursework; access to a telephone while in school or college; possibly notifying an examination authority of a young carer's circumstances.
- Ensure that full use is made of the available support services for example Pastoral Care, Learning Support, Psychological Services and Social Work Services. Staff should be aware that young carers are entitled to an assessment of their own needs from Social Work Services, and that Social Work Services are able to arrange help that could benefit the whole family.
- Provide opportunities for young carers to make their views and needs known so that these can be fully considered when additional support is being planned and provided.

#### **4.5 Guidance for Staff working within Health Services**

Health staff may come into contact with young carers either directly or through working with other family members. This would include GPs, staff in Mental Health, Addictions, Community Care and Nursing as well as those in Children's Health. Staff may not be directly involved with the children in the family, as the focus of their work will be on the adult receiving care.

All staff need to be alert to the possibility that a young person may be providing care and consider what impact this is having on that young person's own welfare.



Staff should consider the following:

- Identify and record children within the family, particularly care staff attending adults.
- Be aware of the role of health staff in identifying young carers.
- In planning a care package where family carers are implicit, health staff must provide opportunities for young carers to make their views and needs known so that these can be fully considered when additional support is being planned and provided for the family.
- Ensure that existing individual plans for adults recognise the child or young person's specific needs as a young carer.
- Ensure that full use is made of the available support services. Staff should be aware that young carers are entitled to an assessment of their own needs from Social Work Services, and that Social Work Services may be able to arrange help that could benefit the whole family. Where referral is made to Social Work this should be recorded in all appropriate records.
- Ensure that Health services make provision for policy and practice that supports young carers and promotes good communication with their families.
- Promote positive images of illness and disabilities to encourage greater understanding by staff.
- Ensure access to information for staff to enable them to recognise the indications that a child has a caring responsibility as well as increasing their understanding of such responsibilities and the needs of young carers.

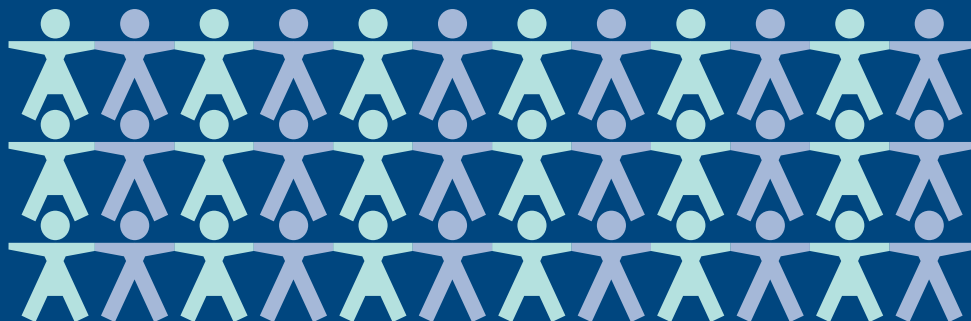
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## 5. Responding to need

### 5.1 Service Planning and development

West Dunbartonshire's Integrated Children's Services Plan includes a section on Young Carers. Service planning and development is led by the Multi Agency Strategic Planning Framework for Children's Services. The Strategic Planning groups have representation from Adult services where there are shared issues between children and families services and adult services, such as addiction or mental health.

This document has been developed by the Strategic Working Group on Young Carers and will be reviewed annually in line with reviews of the Integrated Children's Services Plan.



## 6. Measuring how well we are doing

Aims and Objectives	Performance Indicator	Measure
1 Each agency will ensure their staff are aware of the potential impact of the caring role on a child's ability to take advantage of childhood opportunities, and make healthy transitions into adulthood	<ul style="list-style-type: none"> <li>Staff are aware of and understand the interagency policy document</li> <li>Training courses include information about young carers and their needs, where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>All appropriate agencies and services have made the policy document available to their staff</li> <li>Courses include information on young carers as required</li> </ul>
2 All agencies to provide relevant information for young carers in a variety of ways	<ul style="list-style-type: none"> <li>Information is available on West Dunbartonshire website</li> <li>Leaflets are widely available</li> <li>Carers Information Support Line has specific information for young carers</li> <li>NHS Carer Information Strategies includes information for young carers</li> </ul>	<ul style="list-style-type: none"> <li>Number of young carers making themselves known or asking for an assessment</li> <li>Information from young carers about where and how they got information about the help available</li> </ul>
3 Each agency will record the number of children or young people identified as young carers	<ul style="list-style-type: none"> <li>Agencies keep a record of the young carers known to them</li> <li>Audit of records</li> </ul>	<ul style="list-style-type: none"> <li>Number of young carers being identified</li> </ul>
4 Each agency will take into account the wide range of services which might be required to meet the needs of young carers	<ul style="list-style-type: none"> <li>Increase in number of care packages identifying and supporting the young carer</li> </ul>	<ul style="list-style-type: none"> <li>Number of young carers being supported</li> </ul>
5 Young carers will have an assessment of their own needs in accordance with the Community Care and Health (Scotland) Act 2002, if this is their wish	<ul style="list-style-type: none"> <li>Records indicate that a young carer has been given the choice of an assessment</li> <li>Number of copies of assessment documents on file or recorded on Carefirst</li> <li>Case file audit by team manager</li> </ul>	<ul style="list-style-type: none"> <li>Number of young carers requiring an IAF</li> </ul>

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## Appendix 1

### Guiding principles for our work

- **UN Convention on the Rights of the Child (1989)**

Our Strategy reflects the UN Convention on the Rights of the Child which states:

- Children and young people have the right to the best available education and to opportunities to develop their personality, mental and physical ability to their fullest potential. (Articles 17,28,19)
- Children and young people have the right to rest and leisure and to enjoy appropriate play and recreational activities and to participate freely in cultural life and the arts (Articles 17 and 31)
- Children and young people are entitled to have their rights protected and to be well-informed about them. (Articles 2 and 3).

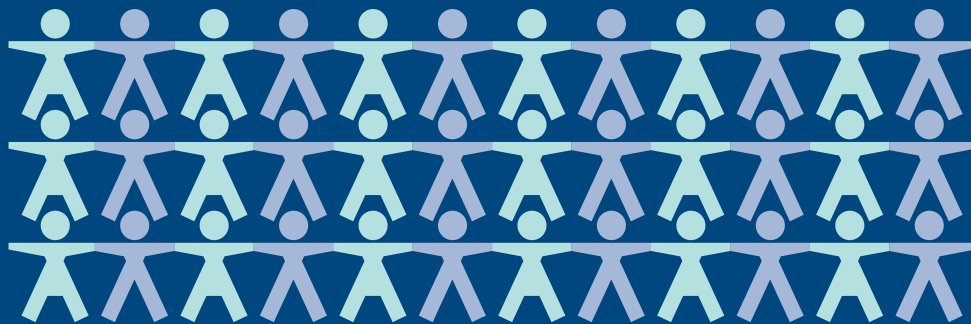
- **The Children (Scotland) Act 1995**

While acknowledging that there can be a positive value in being a carer, we recognize that children and young people acting in a caring capacity within the family may be Children in Need, as defined within the Children (Scotland) Act, The definition includes: "s/he is affected adversely by the disability of any other person in his family" and states the right of such children "to lead lives which are as normal as possible".

Children who are carers have the same rights as all children:

- Their welfare is paramount
- They have a right to be consulted about what they want
- They have a right to childhood
- They have a right to protection from significant harm

Any services provided or arranged to meet a child's needs should follow the principles laid down in the Children (Scotland) Act 1995.



- **For Scotland's Children: Better Integrated Children's Services (2001)**

The Report states the Government's commitment to a **"Scotland in which every child matters where every child regardless of their family background has the best possible start in life"**. Better integrated services lead to better care planning and better outcomes for children and young people. Young carers are noted in the Report to be an emerging group whom services need to identify and support. The Report promotes inclusion and identifies that children's needs should be met wherever possible within universal service provision.

- **The Community Care and Health (Scotland) Act, 2002 and subsequent Guidance on the Act (SE, 2003)**  
Young carers have a statutory right to an independent assessment.
- **Integrated Children's Services Planning 2004-2008: Guidance (2004)**  
**The Scottish Government's vision for all children:**  
In order to become confident individuals, effective contributors, successful learners and responsible citizens, all Scotland's children need to be: safe, nurtured, healthy, achieving, active, included, respected and responsible.
- **Educational (Additional Support for Learning) Scotland Act (2004).**  
Support should be provided to all children who may meet difficulties with their learning. Barriers to learning can include social, emotional or family care circumstances.
- **Getting it Right for Every Child (2006)**  
Children should be at the heart of what everyone does...  
children should get the help they need when they need it

## Appendix 2

### Where to find help - local and national contacts

#### West Dunbartonshire Council

All departments:  
West Dunbartonshire  
Council Headquarters  
Council Offices  
Garshake Road  
Dumbarton  
G82 3PU  
Tel: 01389 737000

### Social Work & Health

#### Social Work Community Care Teams

6 - 14 Bridge Street  
Dumbarton  
G82 1NT  
Tel: 01389 737034

Rosebery Place  
Clydebank  
G81 1TG  
Tel: 0141 562 8800

85 - 87 Kilbowie Road,  
Clydebank  
G81 1BL

#### Social Work Children and Families Teams

4 Church Street  
Alexandria  
G83 ONP  
Tel: 01389 608080

Rosebery Place  
Clydebank  
G81 1TG  
Tel: 0141 562 8800

#### Groupwork and Family Support Teams

6 - 14 Bridge Street  
Dumbarton  
G82 1NT  
Tel: 01389 772028

Rosebery Place  
Clydebank  
G81 1TG  
Tel: 0141 562 8800



### **Social Work and Health Strategy Team**

Levenvalley Enterprise  
Castlehill Road  
Dumbarton  
G82 5BN  
Tel: 01389 608140

### **Throughcare and Youth Homelessness Teams**

6 - 14 Bridge Street  
Dumbarton  
G82 1NT  
Tel: 01389 608172/608174

Council Offices  
Rosebery Place  
Clyebank  
G81 1TG  
Tel: 0141 562 8795/8835

### **Housing**

Housing Area Office  
24 - 30 College Way  
Dumbarton  
G82 1QS  
Tel: 01389 608999

Housing Area Office  
15 - 17 Mitchell Way  
Alexandria  
G83 OLW  
Tel: 01389 608900

Housing Area Office  
Rosebery Place  
Clydebank  
G81 1TG  
Tel: 01389 738628

### **Educational Services**

For Education enquiries  
Tel: 01389 737309



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## Health

### **NHS Greater Glasgow and Clyde**

PO Box 15329  
Dalian House  
350 St Vincent Street  
Glasgow  
Tel: 0141 201 4444

### **Community Health Partnership (CHP)**

Hartfield Clinic  
Latta Street, Dumbarton, G82 2DS  
Tel: 01389 812333

### **NHS 24**

Tel: 0845 4 24 24 24

### **Child and Adolescent Mental Health Services (CAMHS)**

Acorn Centre  
Vale of Leven Hospital  
G83 OUA  
Tel: 01389 817324

Knightswood Clinic  
129 Knightswood Road Glasgow  
G13 2XJ  
Tel: 0141 211 9069

### **West Dunbartonshire Community Planning Partnership**

147 High Street  
Dumbarton  
G82 1NZ  
Tel: 01389 742544

## Non Council Services

### **Scottish Children's Reporter Administration**

55 Church Court  
Dumbarton  
G82 1SU  
Tel: 01389 764268

### **Voluntary Services and Community Projects**

#### **Carers of West Dunbartonshire**

2 Church Street  
Dumbarton  
G82 1QL  
Tel: 01389 761790

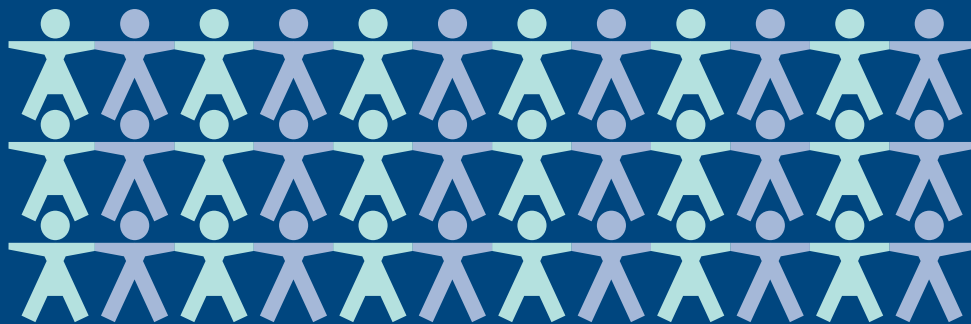
84 Dumbarton Road  
Clydebank  
G81 1UG  
Tel: 0141 941 1550

#### **Carers Information and Support Line**

Tel: 0141 353 6504

#### **The Princess Royal Trust for Carers**

Charles Oakley House  
125 West Regent Street  
Glasgow  
G2 2SD  
Tel: 0141 221 5066  
Web: [www.carers.org](http://www.carers.org)  
[www.youngcarers.net](http://www.youngcarers.net)



### **Y Sort It Youth Information Project**

24 Kilbowie Road  
Clydebank  
G81 1TH  
Tel: 0141 941 3308

West Bridgend Lodge  
West Bridgend  
Dumbarton  
G82 4AD  
Tel: 01389 731456

### **Dumbarton and District Citizen's Advice Bureau**

6-14 Bridge Street  
Dumbarton  
G82 1NT  
Tel: 01389 765345

### **Preparation for Life Project**

28 Bridge Street  
Alexandria  
G83 OTA  
Tel: 01389 757822

### **West Dunbartonshire Community Drugs Initiative (Alternatives)**

1/3 Quay Street  
Dumbarton  
G82 1LG  
Tel: 01389 734500

### **National Children's Home - Action for Children (Scotland)**

17 Newton Place  
Glasgow  
G3 7PY  
Tel: 0141 332 7002

8 Miller Street  
Clydebank  
G81 1UQ  
Tel: 0141 951 2420

### **Who Cares Scotland**

(Advice and Advocacy services  
on behalf of accommodated  
young people)  
Oswald Chambers  
5 Oswald Street  
Glasgow  
G1 4QR  
Tel: 0141 226 4441

### **Young People's Addiction Service**

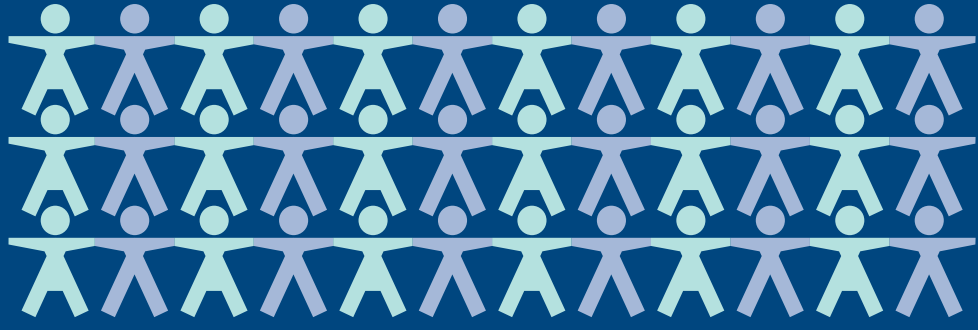
49/51 Main Street  
(Substances and Alcohol)  
Alexandria  
G83 ODY  
Tel: 01389 756611

### **Childline Scotland**

(free telephone advice for  
children/young people)  
18 Albion Street  
Glasgow  
Tel: 0800 11 11

### **Dumbarton Area Council on Alcohol**

82 Dumbarton Road  
Clydebank  
G814AD  
Tel: 0141 952 0881



## Further information

If you wish further information about this document, please contact:

West Dunbartonshire Council  
Department of Social Work & Health  
Strategy Section  
Room 1.3. Levenvalley Enterprise Centre  
Castlehill Road  
Dumbarton  
G82 5BN  
Tel: 01389 608140  
Fax: 01389 772180  
Email. [socialwork@west-dunbarton.gov.uk](mailto:socialwork@west-dunbarton.gov.uk)

## Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages.

Please contact:

**Corporate Communications**  
**Council Offices**  
**Garshake Road**  
**Dumbarton**  
**G82 3PU**  
**Tel: 0138 737000**

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔