

Looking for information?

We will provide you with up to date and accurate information or support you to find help from other places. You can contact us at one of the offices on this leaflet.

Contact details

Main Council Contact centre

030 33 33 3001

Duty Social Worker - Stranraer

Ashwood House
Sun Street, Stranraer

Duty Social Worker - Nithsdale

122-124 Irish Street, Dumfries

Duty Social Worker - Annandale and Eskdale

Annan Town Hall
High Street, Annan

Duty Social Worker - Stewartry

Gardenhill Primary Care Centre
2 Gardenhill Road, Castle Douglas

Duty Social Worker - Newton Stewart

Penninghame Centre
Auchendoon Road, Newton Stewart

Duty Social Worker - Upper Nithsdale

Mill Hill Centre
Corserig Crescent, Kelloholm, Sanquhar

Child Protection

If you have concerns about the safety of a child please call one of the following numbers:

030 33 33 3000

Ask for the duty social worker in your area

Out of Hours

Tel: 0800 811 505

Police

(Ask for Family Protection Unit)

Tel: 101

Adult Protection

If you are being harmed or know someone who is being harmed, tell someone.

Please call 030 33 33 3001.

Caring for Someone

If you are a Carer or young Carer and require further information on a range of matters please contact:

Dumfries and Galloway Carers Centre

2 - 6 Nith Street, Dumfries DG1 2PW

Tel: 01387 248600

www.dumgal.gov.uk

Introduction to

Social Work Services

People come to social work services for a wide variety of reasons.

This leaflet will help you to know if you have come to the right place.

- Empowering
- Supporting
- Protecting
- Working With Others

How do we work?

When you are faced with unexpected difficulties it can be hard to find a way forward on your own. Every person has strengths, skills and sometimes other people that can help them to reach the goals which are important to them. We call these 'natural supports and resources'. Social Work Services can support you to use your natural supports and resources to find solutions to the difficulties you may face.

We can also signpost you to others who may be able to assist you to maintain your independence. This way of working is expressed in our wider Council priority "We will build individual and community resilience".

Need help now?

People sometimes have needs which require a quick response. We will work with you to make sure that you have the right support at the right time.

Maintaining independence

We will work with you to look at how you might use your natural supports and resources to make your circumstances easier to deal with. As well as looking at what is not working well, we will help you to look at what is working well in your life. We will ask you about your own strengths and any family, friend and community support you may have. These things can help you maintain your independence and achieve the goals that are important to you.

There are a range of things that can help you to continue to live independently. This might include prepared meals, an alarm service to call for help following a fall, a simple piece of equipment or membership of a local group or club. With a little information from you these things can be easily arranged.

Need more support

We will look with you at the goals you wish to set for yourself. Together we will agree those things that we can support you with. These might be things like help with essential daily living such as getting washed and dressed. If you have someone who cares for you regularly there may be ways to take short breaks which work better for you and your Carer. You may want to become more involved in your local community and need someone to support you when you are out.

What will it cost?

There is no cost for advice and information. If you are eligible for direct social work support a financial assessment will determine if you have to make a contribution.

Creative solutions

If you are eligible for direct social work support, you can choose to involve someone else such as a family member or friend in planning your support. There are also different ways that you can have your support provided. We will discuss the options with you and explain how your choice can be made personal to you.

Getting it right together

We want all the support you have to make a real difference in your life. This could include developing your skills, experiences, confidence and independence. We will continue to work with you to make sure that your support is right for you. We will look with you again at your natural supports and resources and how these may be used alongside other supports to achieve the goals which are important to you.

What Next?

If you believe you have come to the right place and wish to discuss your situation further with Social Work Services please see the contact details overleaf. You can request an information pack with further details.