

First Response Team

The importance of early intervention for families experiencing difficulties is recognised as key in achieving positive outcomes for children.

Reflecting this, St.Helens Council have developed the First Response Team.

What?

The Team provides advice and guidance as a First Response for families in St Helens and professionals working directly or indirectly with families. Information shared will be screened by social workers and a decision will be agreed regarding further actions and responsibilities.

Where?

The First Response Team is based in Wesley House, Corporation Street, Town Centre.

Who?

- Team Manager
- St.Helens Family Information Service **Freephone:** 0800 952 9523
- Family Information Service Advisor
- Clerical Officer
- Social Workers who specialise in safeguarding, domestic violence and provide additional support for schools
- Think Family Co-ordinator

What possible outcomes may I expect from my contact with The First Response Team?

Possible outcomes may include:

- advice regarding support services available in the locality (FIS) and consultation
- the forwarding of public information leaflets that may assist with professional signposting
- the promotion of the Common Assessment Framework and any advice required in this area
- referral to CYPS front line team requesting an assessment to be undertaken

HOW to Request a Service from First Response Team (social care)?

All calls will be filtered through the existing **Contact Centre Advisors (01744) 676600** before being passed to the team members for consideration.

All consultations about children by professionals should take place with the consent of the parent/carer/young person. For those children/young people in need of protection the local Child Protection Procedure should be followed. Professionals will be expected to support their contact with the team with the First Response Service Request Form and/or a CAF.