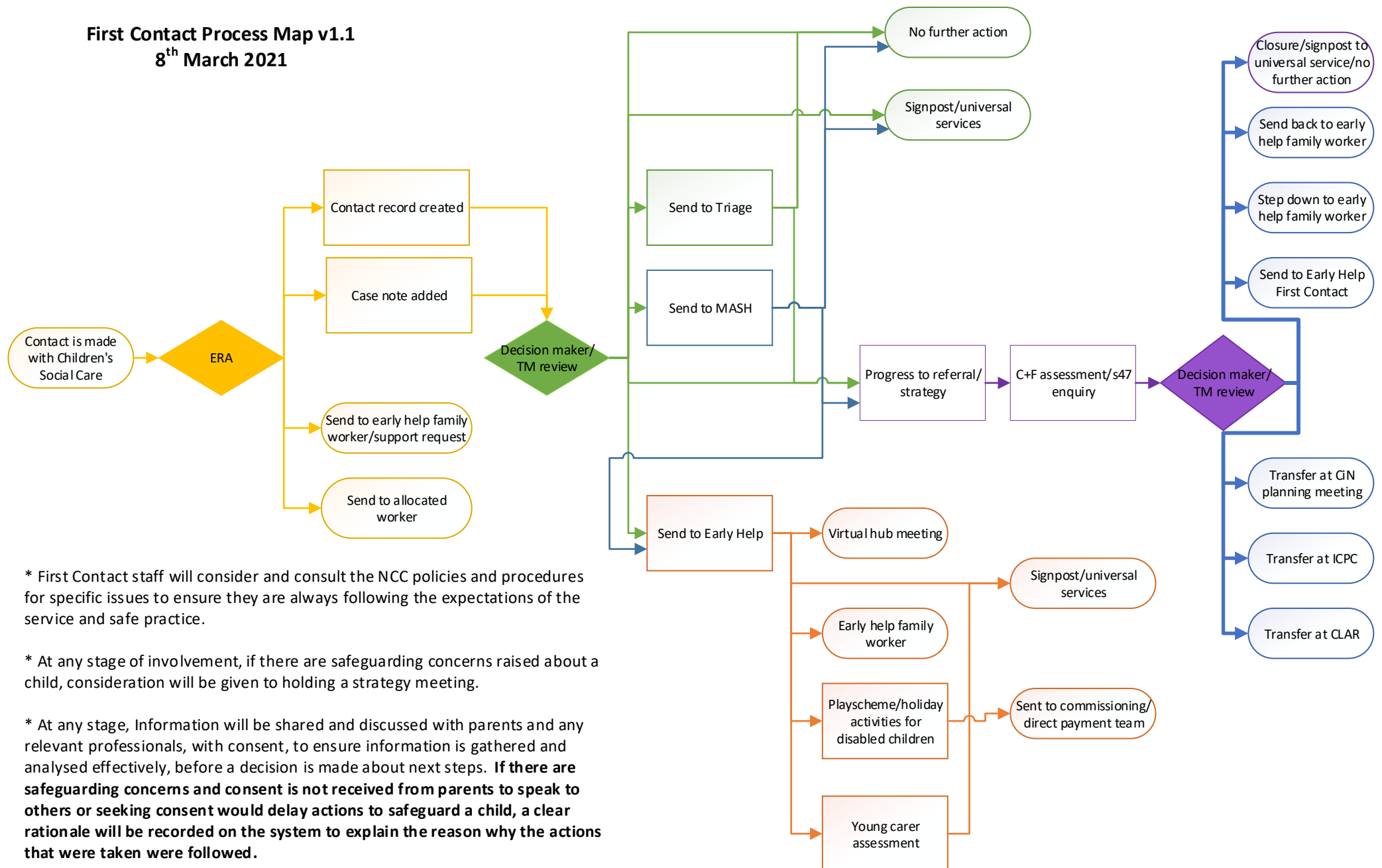
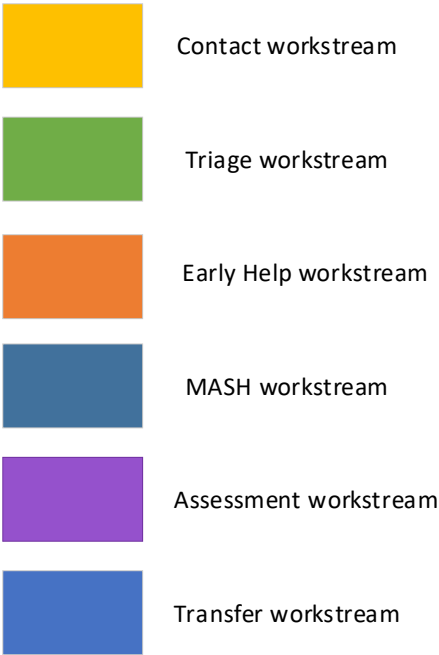
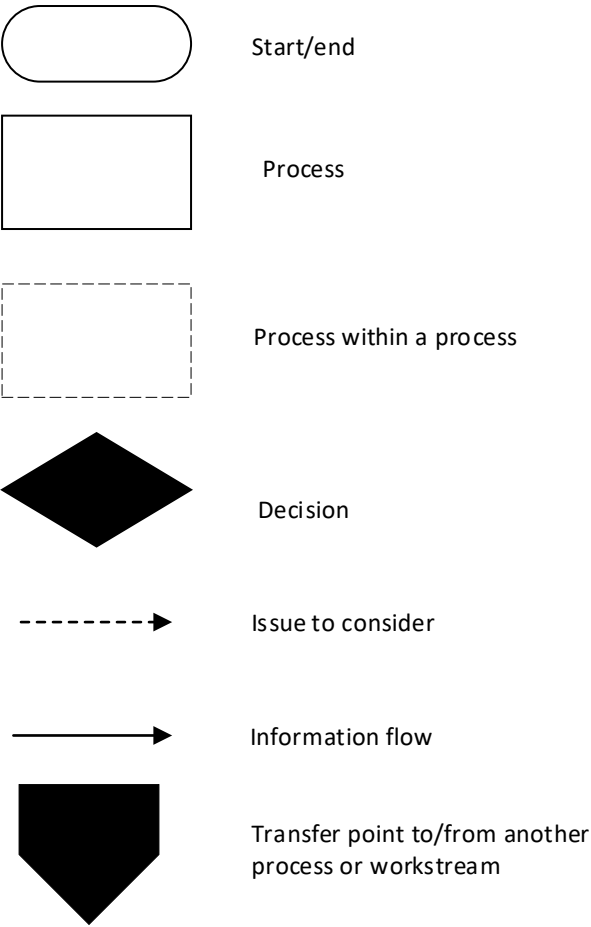


## SERVICE OVERVIEW

### First Contact Process Map v1.1 8<sup>th</sup> March 2021



First Contact process map key



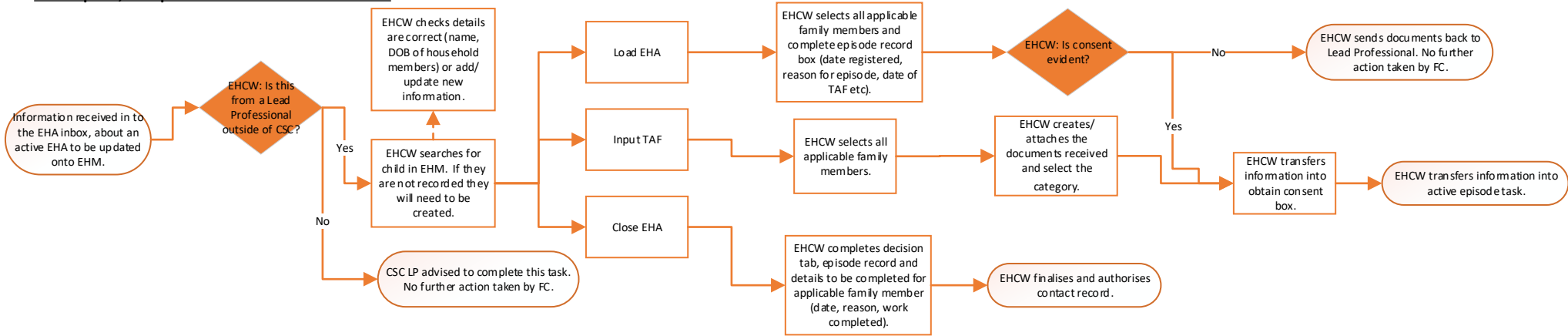
- Abbreviations:**
- CiN- Child in Need
  - CLA-Child Looked After
  - CLAR- Looked after review
  - CP- Child Protection
  - CSC- Children’s Social Care
  - CSM- Senior Manager
  - DAM- District Admin Manager
  - DCT- Disabled Children’s Team
  - EH- Early Help
  - EHA- Early Help Assessment
  - EHC- Early Help Co-Ordinator
  - EHCW- Early Help Coordination Worker
  - EHFC- Early Help First Contact
  - EHM/LCS- Recording system
  - EHFW- Early Help Family Worker
  - EHLM- Early Help Locality Manager
  - EHSP- Early Help Senior Practitioner
  - ERA- Enquiry and Referral Administrator
  - FC- First Contact
  - FCSW- First Contact Social Worker
  - MASH- Multi-agency safeguarding hub
  - OLA- Other Local Authority
  - PF- Private fostering
  - PLO- Public Law Outline
  - SAFFA- Soldiers, Sailors, Airmen and Families Association
  - SG- Safeguarding
  - TAF- Team Around the Family
  - TM- Team Manager
  - TSW- Triage social worker
  - YCW- Young carer worker



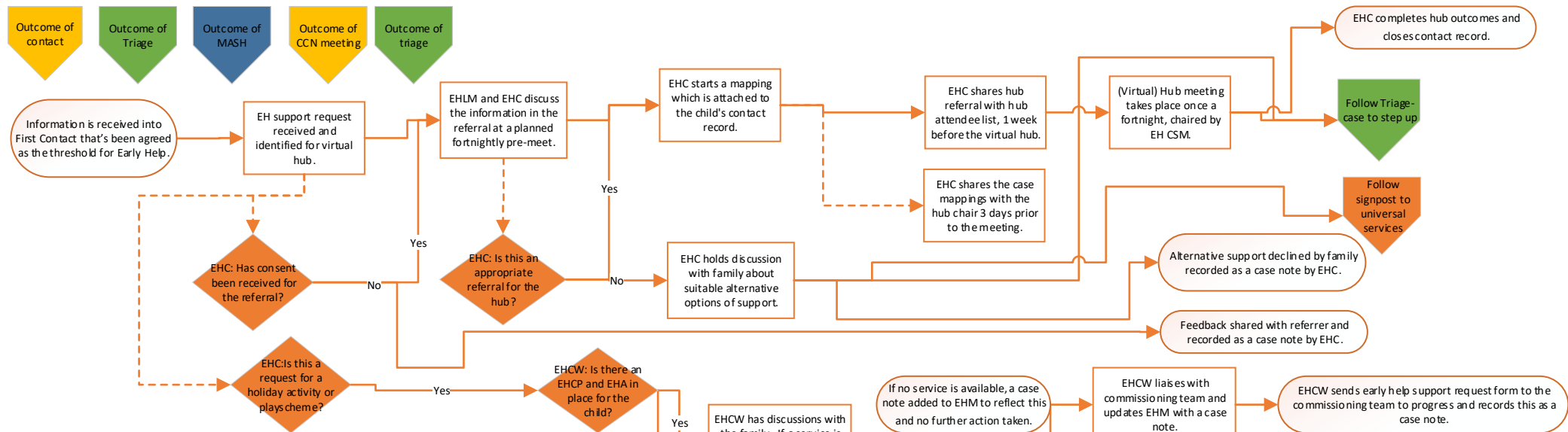




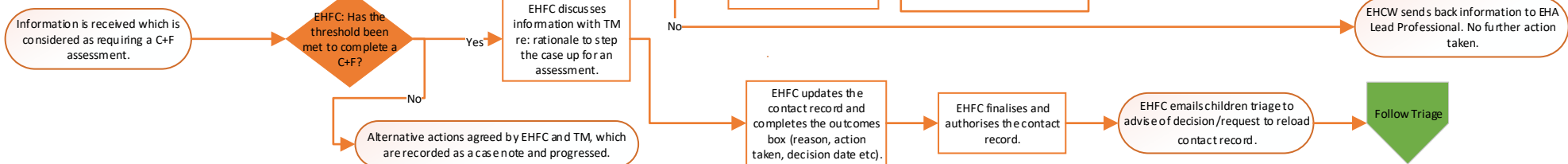
EHA in place, lead professional outside of social care



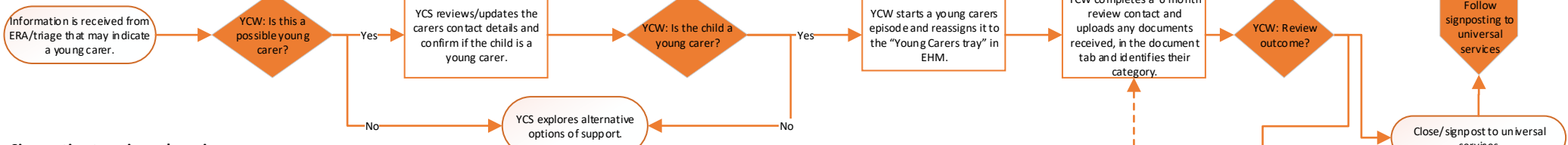
Early Help Support Request - Virtual Hub



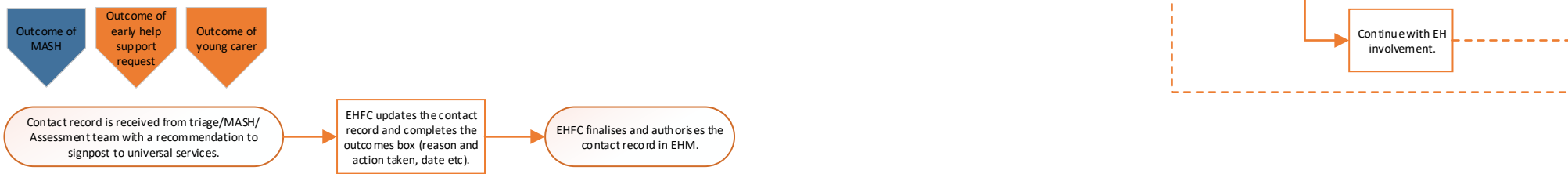
Consideration for a C+F assessment



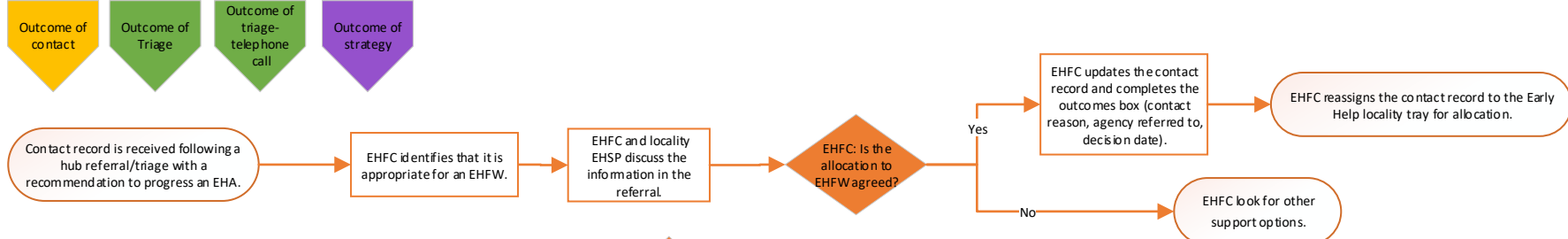
Possible Young Carer



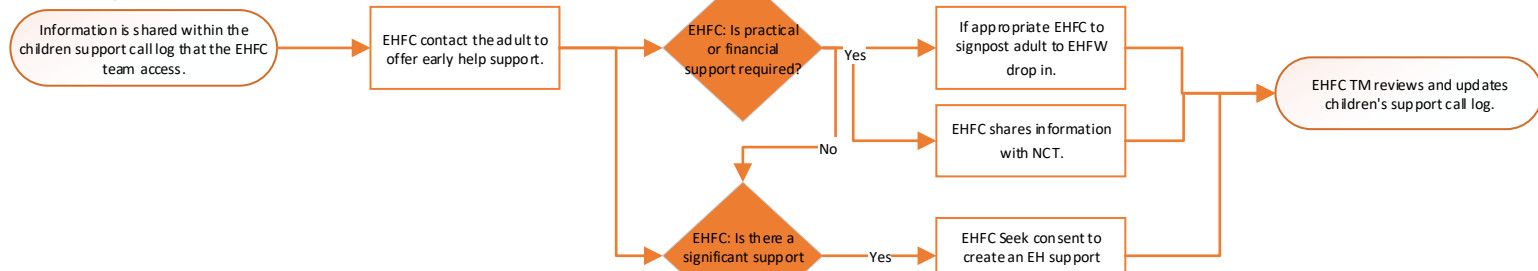
Signposting to universal services



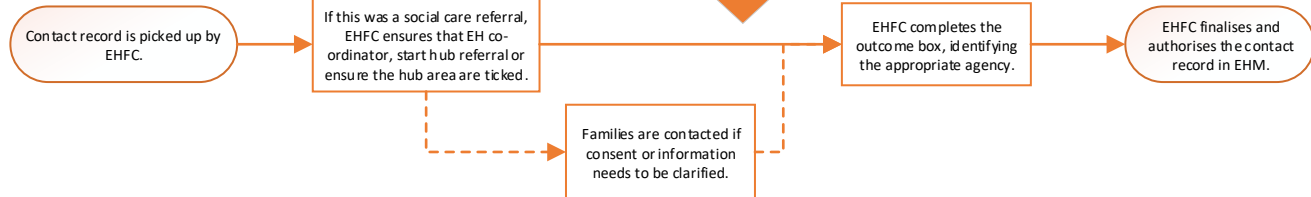
Allocate to EHFw for an EHA



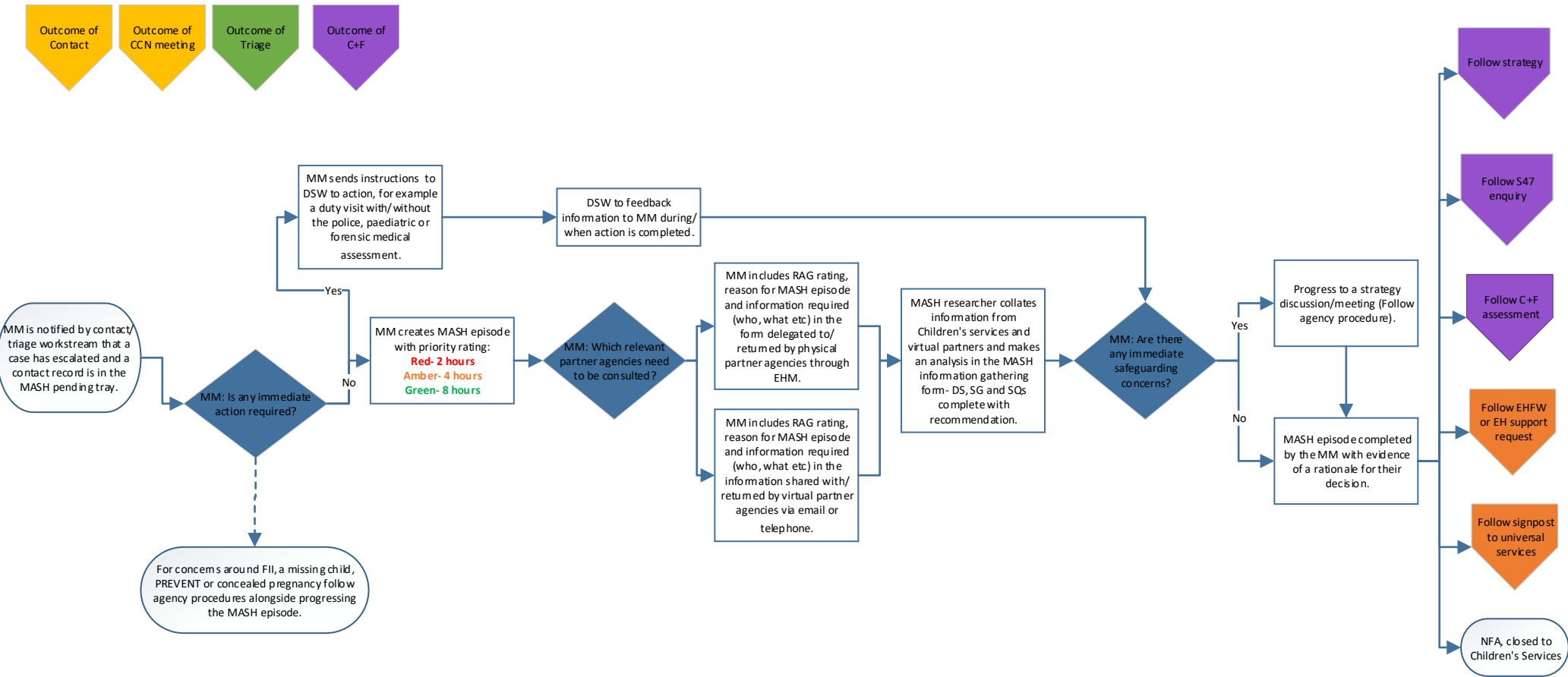
Community hub referral



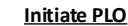
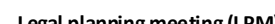
Allocate to service



MASH episode completed by MASH Manager (MM), Duty Social Worker (DSW) and MASH Researcher

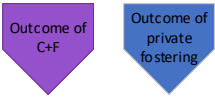


### C+F Assessment

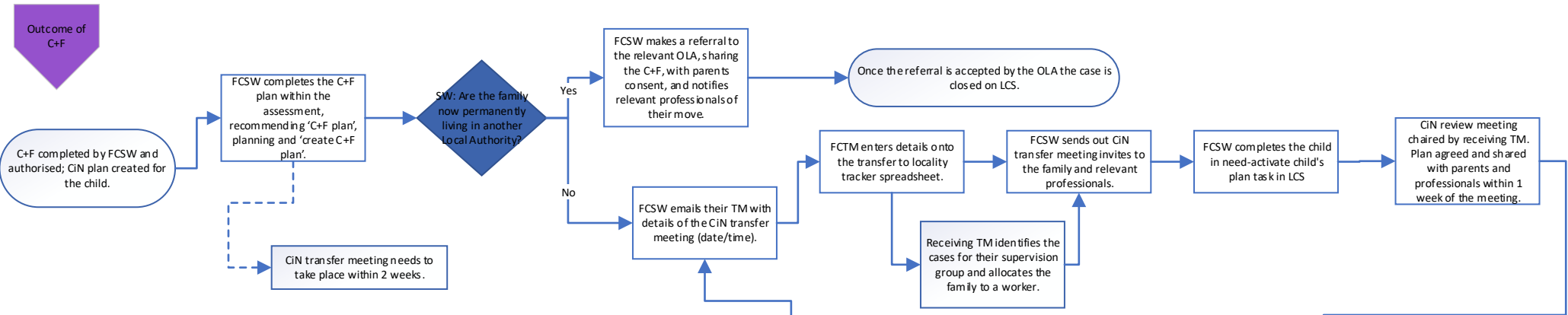




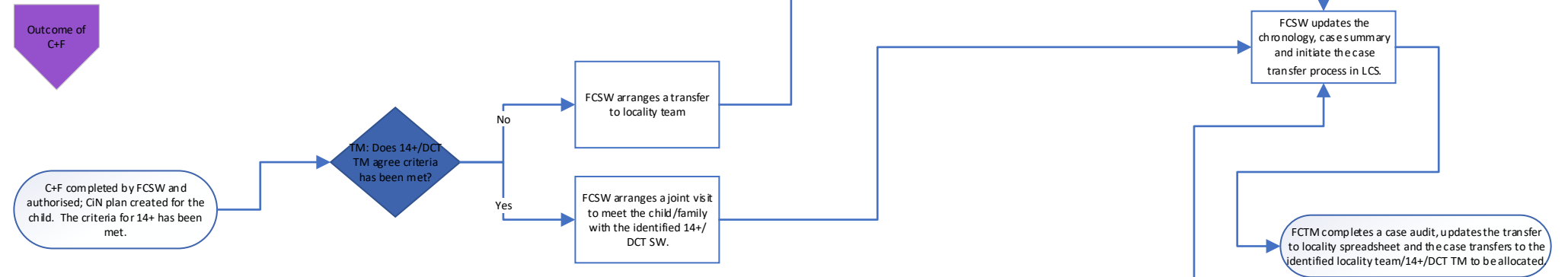
TRANSFERS OUT OF FIRST CONTACT



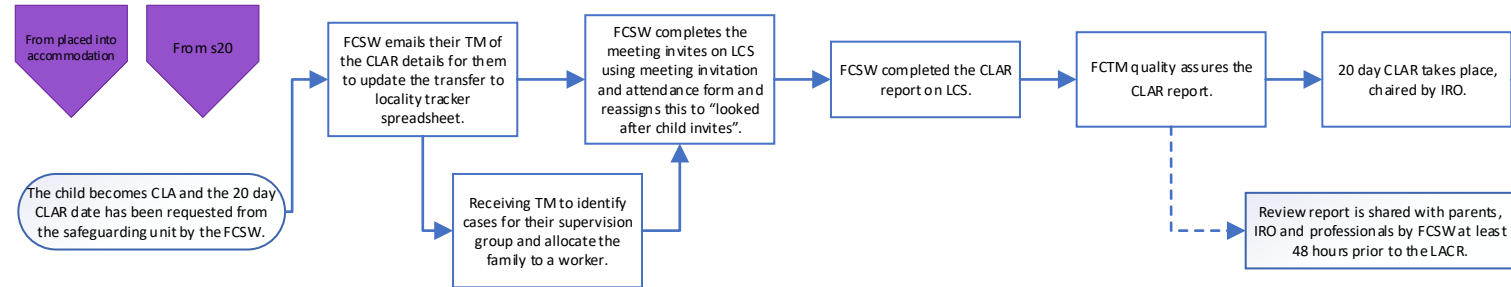
CiN transfer from First Contact assessment social worker to a locality team or OLA following a C+F assessment



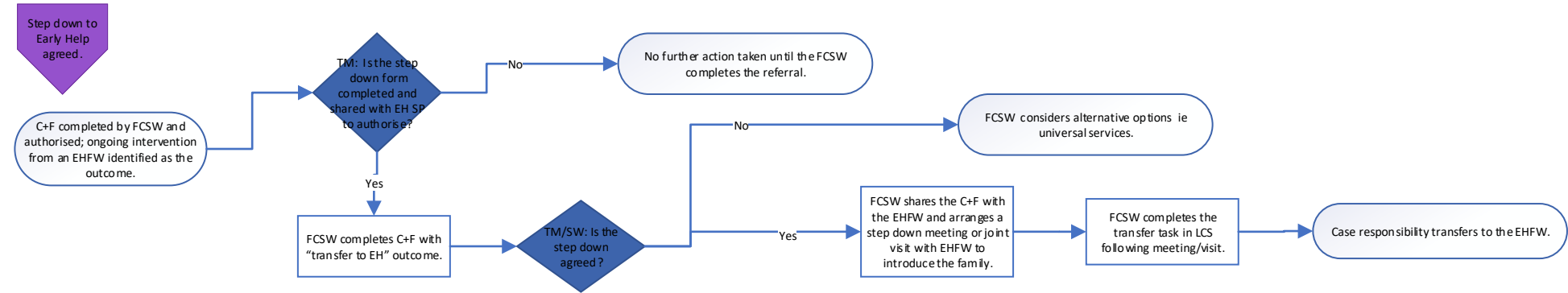
CiN transfer from First Contact assessment social worker to 14+ or DCT following a C+F assessment



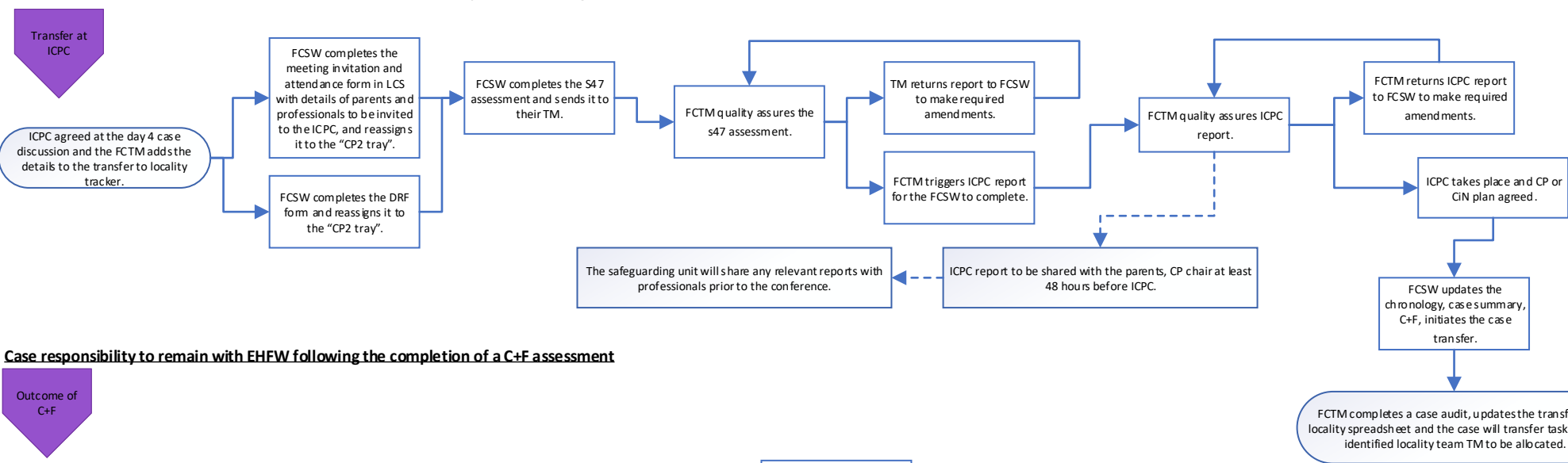
CLA transfer from First Contact assessment social worker to a locality team following initial CLA Review



Transfer from First Contact assessment social worker to an EHFw following a C+F assessment



Transfer from First Contact assessment social worker to a locality team following an Initial Child Protection Conference



Case responsibility to remain with EHFw following the completion of a C+F assessment

