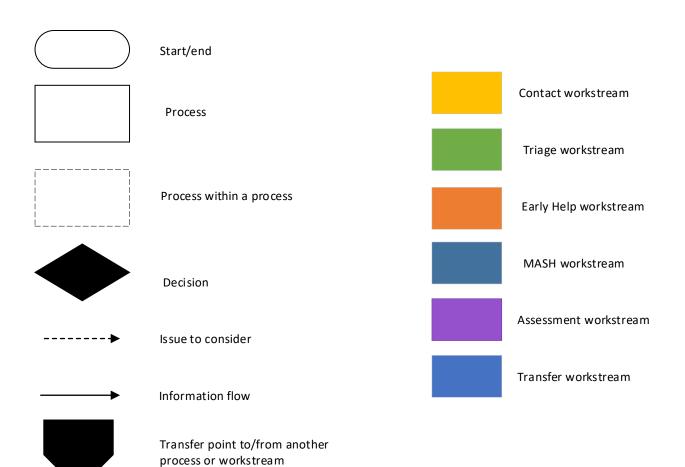


First Contact process map key



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

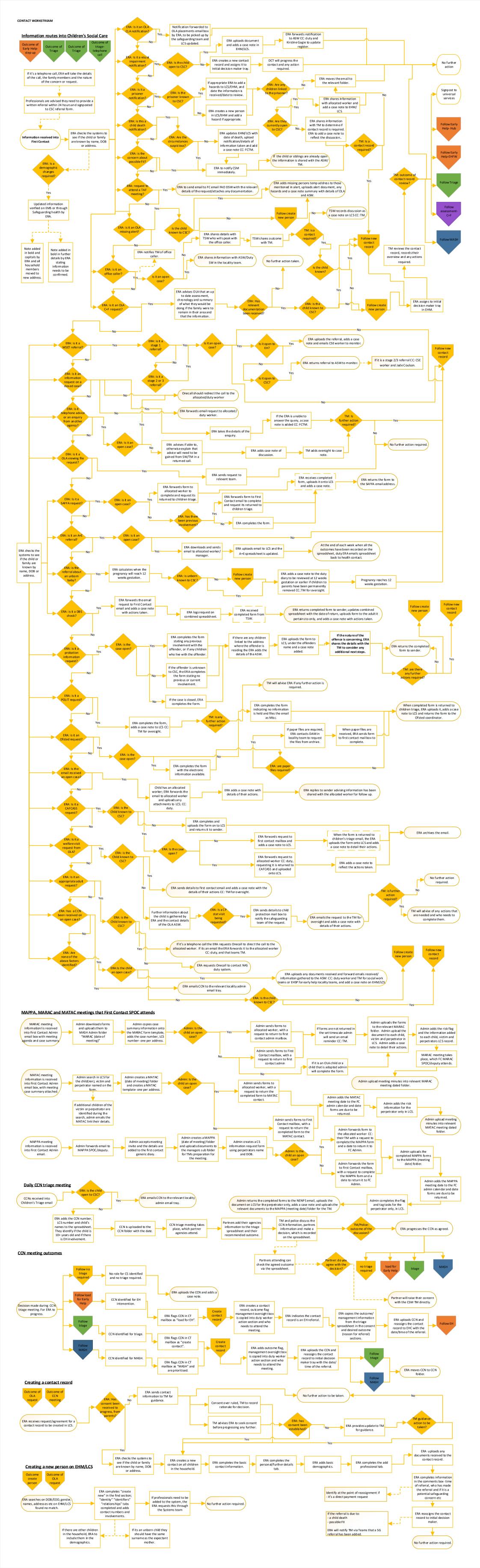
SG- Safeguarding

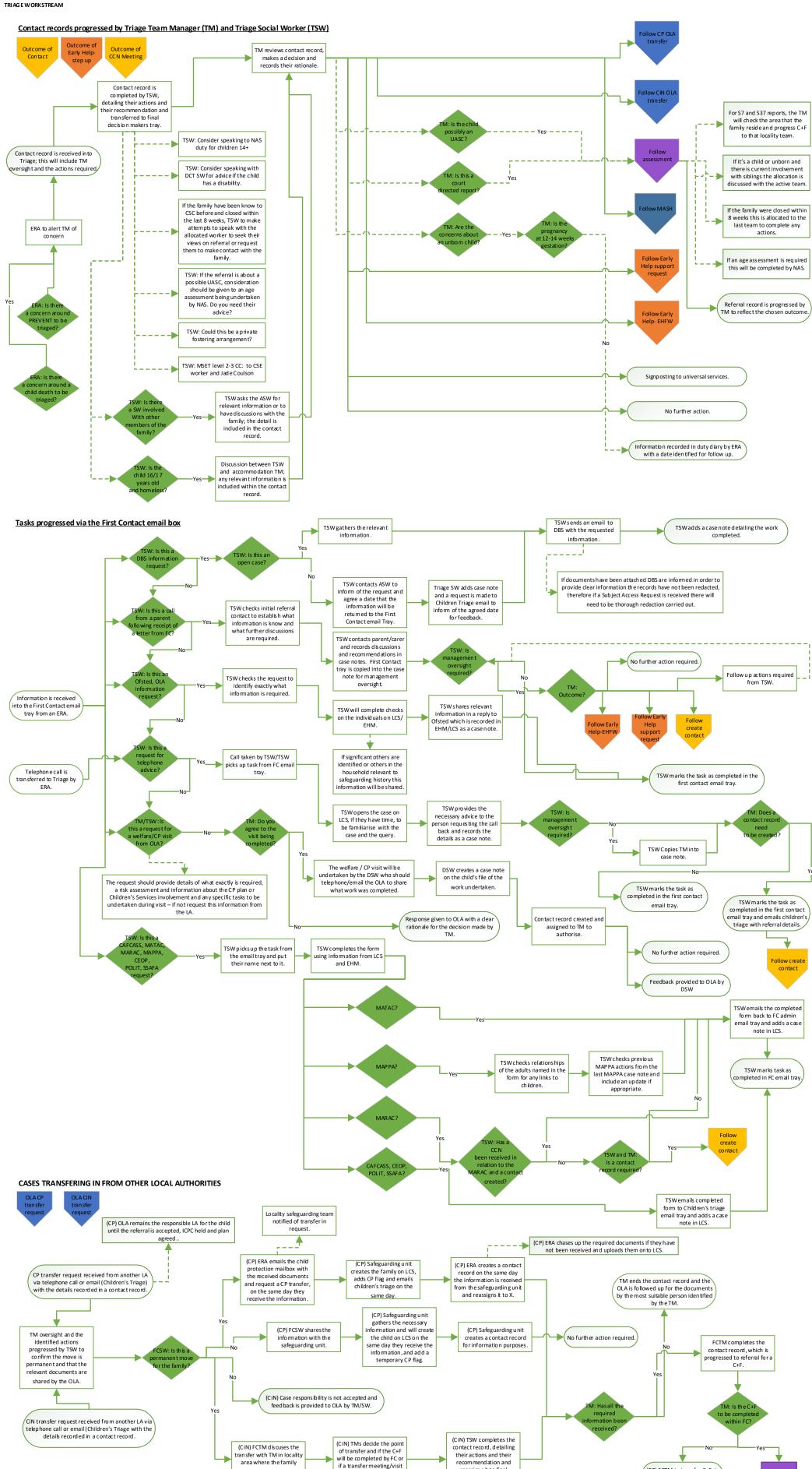
TAF- Team Around the Family

TM-Team Manager

TSW- Triage social worker

YCW- Young carer worker





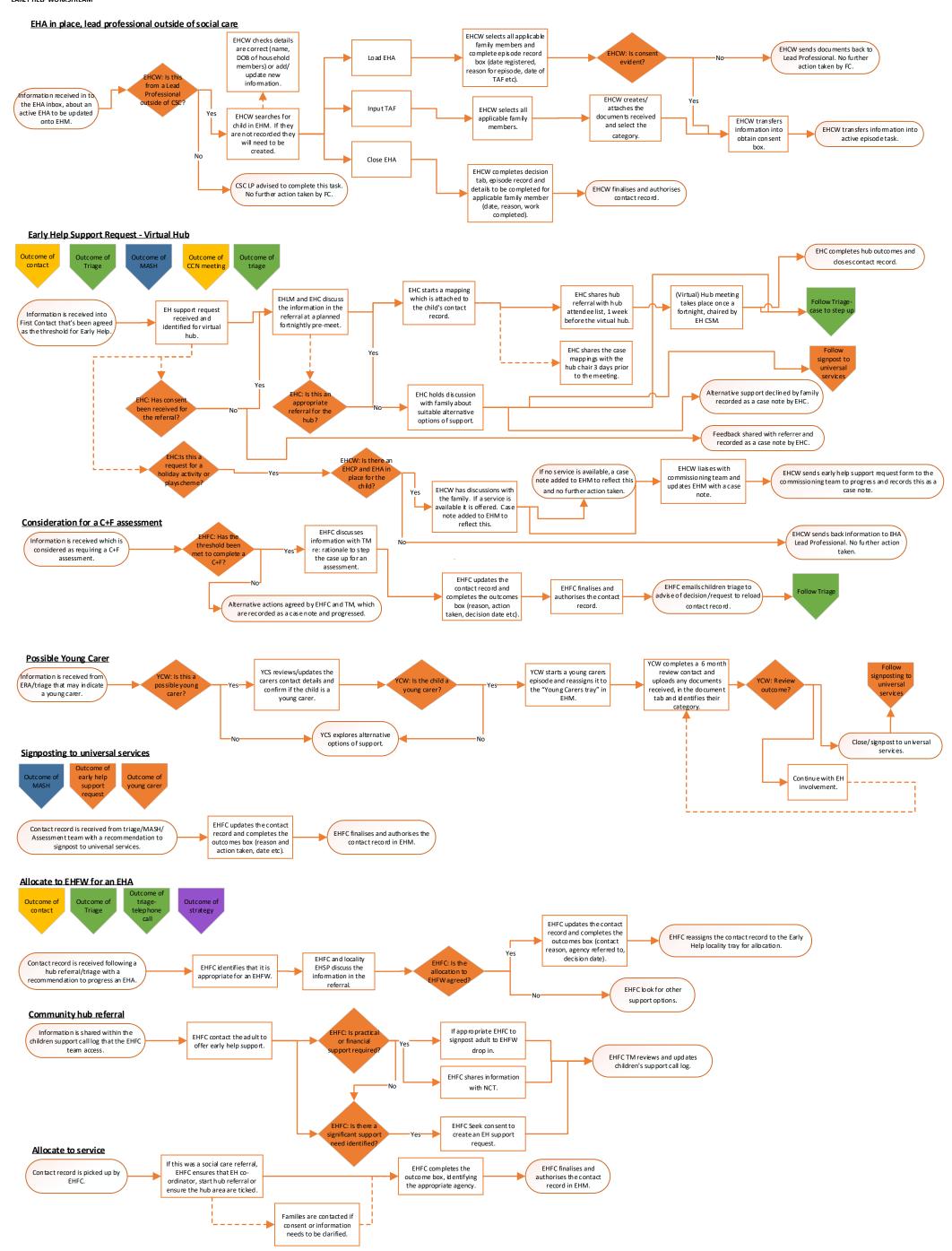
reassigns it to final

decision makers tray

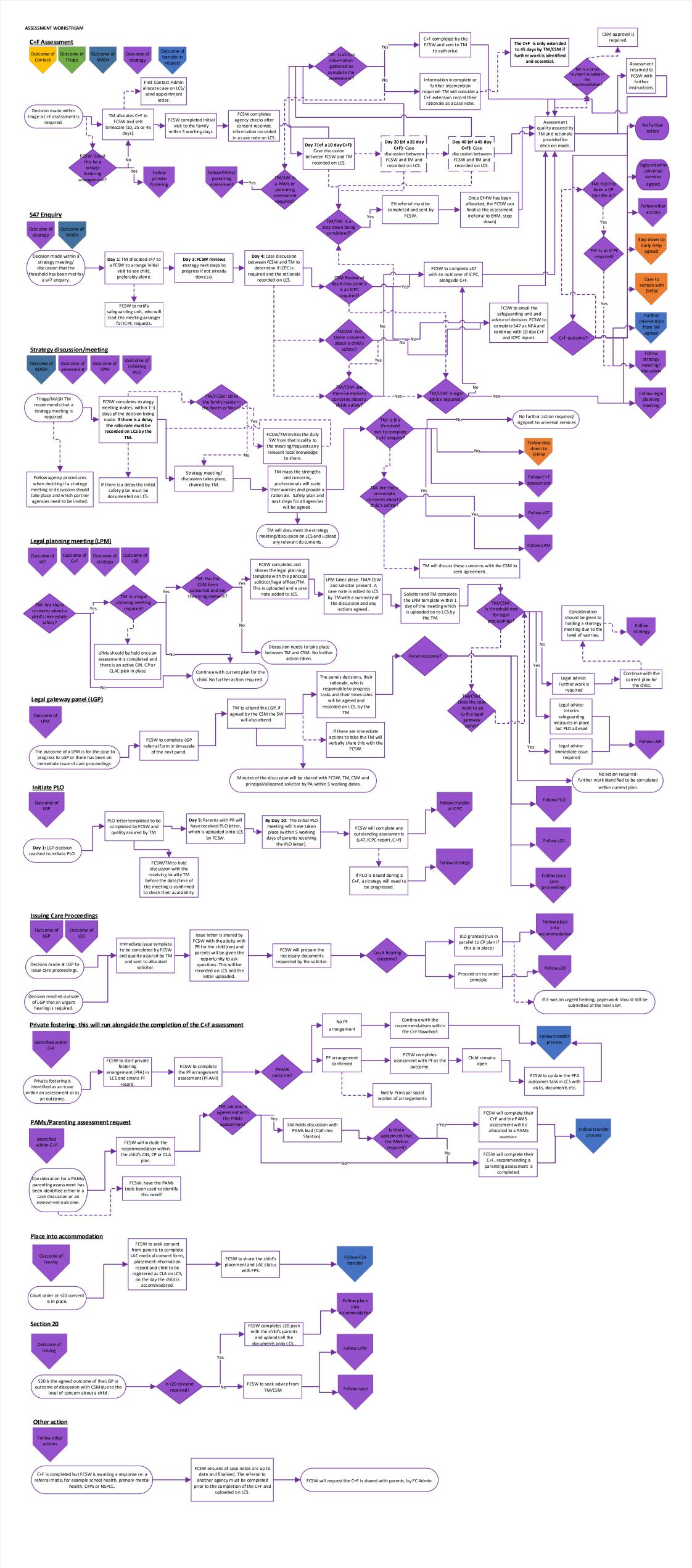
is required.

(CP) FCTM to transfer C+F to

locality team.



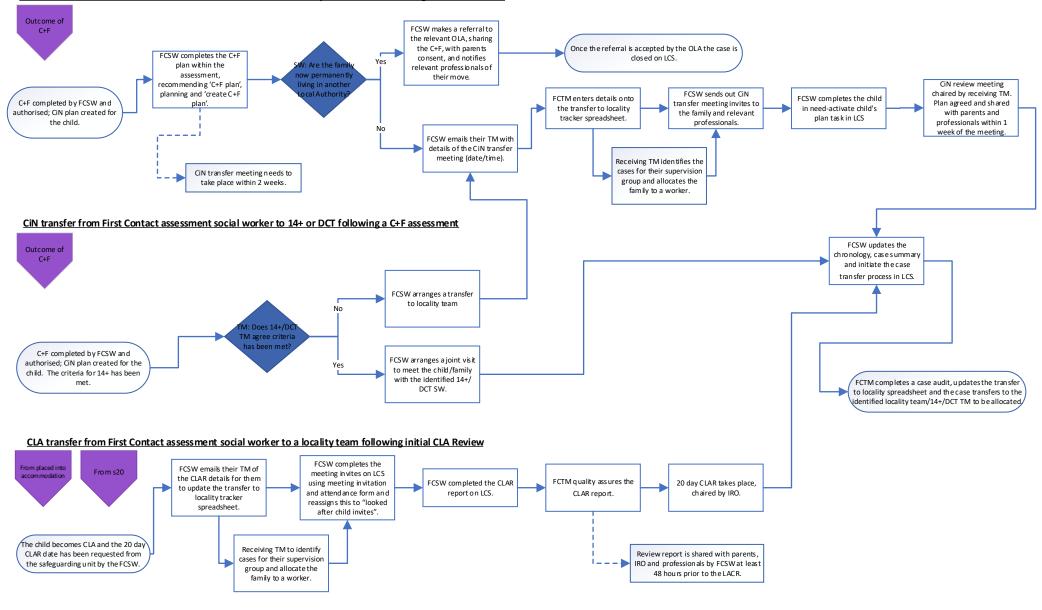
MASH episode completed by MASH Manager (MM), Duty Social Worker (DSW) and MASH Researcher Outcome of Outcome of Outcome of Outcome of Contact CCN meeting Triage C+F Follow strategy MM sends instructions to Follow S47 DSW to action, for example enqu iry DSW to feedback a duty visit with/without information to MM during/ the police, paediatric or when action is completed. foren sic medical assessment. MM in cludes RAG rating, reason for MASH episode Progress to a strategy Follow C+F MASH researcher collates discussion/meeting (Follow and information required assessment information from agency procedure). (who, what etc) in the Yes MM is no tified by contact MM creates MASH episode Children's services and form delegated to/ MM: Are then triage workstream that a with priority rating: virtual partners and makes IM: Which releva returned by physical any im mediate case has escalated and a Red- 2 hours partner agencies need an analysis in the MASH partner agencies through safeguarding contact record is in the to be consulted? Amber- 4 hours information gathering EHM. concerns? No MASH pending tray. Green- 8 hours form-DS, SG and SQs лм: Is any immediat complete with Follow EHFW action required? recommendation. MM in cludes RAG rating, or EH support reason for MASH episode request MASH episode completed and information required by the MM with evidence (who, what etc) in the of a rationale for their information shared with/ decision. retumed by virtual partner agencies via email or Follow signpost telephone. to universal services For concerns around FII, a missing child, PREVENT or concealed pregnancy follow agency procedures alongside progressing the MASH episode. NFA, closed to Children's Services



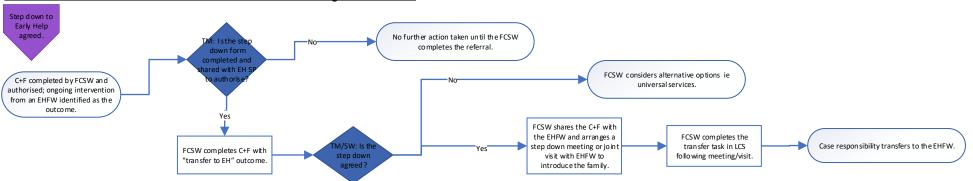
TRANSFERS OUT OF FIRST CONTACT



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



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

