

The new Advice, Assessment & Early Intervention Service (aka the 'New Front Door')

The new 'front door' service – what is it?

From Monday 16 May 2011, the new Advice, Assessment & Early Intervention Service will provide a new route for both professionals and members of the public to obtain advice and information about services for children and young people who are vulnerable and at risk, and to access services at tiers 2 and 3 of the Preventative Strategy. It will help practitioners to deliver the **right help** to the **right children** and young people at the **right time** and maintain the development and implementation of integrated working arrangements across YorOK partner agencies.

What's different?

This new Service combines roles and functions that were previously discharged by the Children's Social Care Referrals & Assessment Team, the Children's Trust Unit's Integrated Working Team, and the Education Welfare Service, to provide a single 'front door' for a wide range of children's services. There will be one phone number and one team responding to all incoming enquires regardless of the age of the child or the nature of the concern.

What does the new service do?

If you have concerns about a child or young person who is vulnerable:

As a children's services practitioner, if you have a concern about a child or young person, you will be able to use the new 'front door' (**551900**) to:

- access information held on the Child Index (authorised users only);
- receive advice and information about tier 2 services that might assist;
- receive advice and support with making best use of local integrated working arrangements, including the use of the Common Assessment Framework (CAF) and undertaking the Lead Practitioner role;
- discuss concerns about a child or young person and work out which service might be best placed to address those concerns in a timely and proportionate way;
- assist with brokering help and support for vulnerable children at tier 2.

This is the core work of the Advice and Early Intervention Team.

If you have a concern that a child or young person is at risk of significant harm:

If you are concerned that a child is at risk of significant harm, you should contact the new 'front door' service (**551900**). The 'front door' service will:

- deliver a fast track response to child protection concerns – undertaking child protection investigations under s.47, C&YP Act 1989, including the completion of core assessments; and taking immediate protective action, as necessary;
- undertake initial and/or core assessments of need in more complex cases where children & young people may require longer-term support from a tier 3 specialist service;

- following assessment, transfer appropriate cases to the Children's Social Care Service for longer-term support; or take cases back to a daily meeting for consideration of a brokered support package at tier 2; or taking no further action;
- respond to other enquiries that might require the attention of a social worker but not an initial assessment of need (e.g. access to files requests; background checks on behalf of Cafcass and Ofsted, or in connection with public protection issues).

This is the core work of the Assessment Team.

Feedback following a contact or referral:

Anyone making contact with the new service will be notified of the outcome of their contact or referral.

Named links for schools and services:

Members of the Advice & Early Intervention Team will act as named links for services and schools across the City. They will offer information, training and support to help embed integrated working tools and practices and approaches to early intervention in a way that is helpful and supportive of the business, priorities and plans of the service or school.

How do I contact the new 'front door'?

From Monday 16 May 2011

By phone – one phone number for all concerns and enquiries: 01904 **551900**.

By email – one email address: childrensfrontdoor@york.gov.uk.

By letter – The Advice, Assessment & Early Intervention Team, 10-12 George Hudson Street, York, YO1 6ZE.

What will happen when I contact the new 'front door' service?

Your phone call, e-mail or letter to the Service will be dealt with, in the first instance, by an Advice & Early Intervention Worker. They will be responsible for working with you to decide on the most appropriate and proportionate response to your enquiry.

This team may:

- discuss with you how you can support the child or young person;
- make further enquiries to get a better picture of the child and their circumstances to inform planning and action;
- fast track child protection concerns, or other complex family situations that might require an immediate social work response, to the duty social worker in the Assessments Team;
- Let you know of the outcome of your contact with the service.

For more information

Please visit the YorOK Website www.yor-ok.org.uk for:

- Further details about the service, including business process map & service structure chart
- Threshold guidance, CAF guidance, YorOK Prevention pyramid
- Prevention & safeguarding route maps
- How to become an authorised user to access the Child Index
- Training and other support