

The Children's Front Door is made up of 3 services –

The Family Information Service

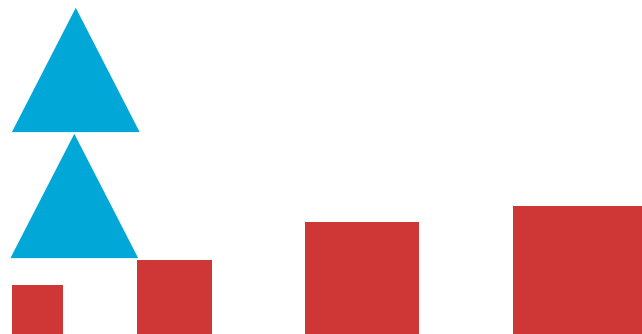
– provide information about what services are available to support children, young people and their families.

The Children's Advice Team

– provide advice and support to professionals about how they can help children, young people and their families who may need a little extra support.

The Referral & Assessment Service

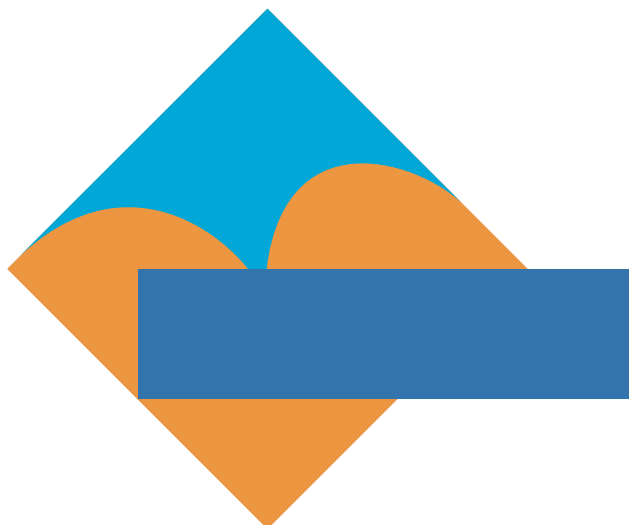
– a duty social worker is available for you to discuss if you are worried that a child or young person is at risk of, or is, being **hurt or abused**.



Whenever you have a review, your Lead Practitioner will let us know.

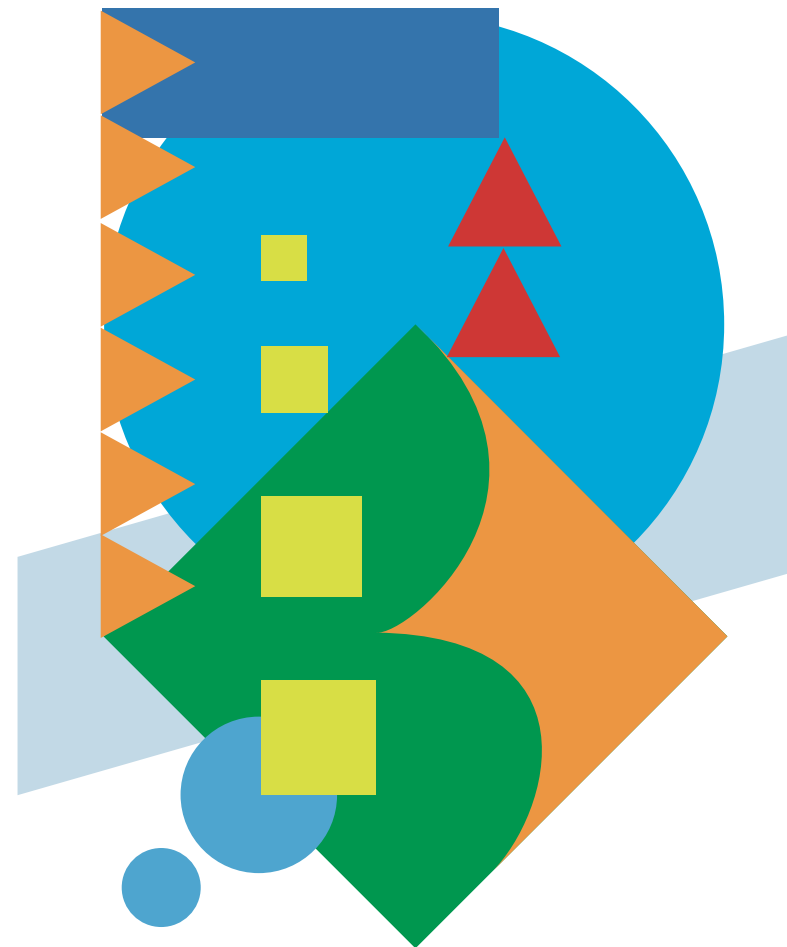
If further support is required throughout the process, your Lead Practitioner can call us to discuss any other options that might be available to you.

We aim to support your workers to best support you.



Children's Advice Team

A guide for families



The Children's Advice Team are part of the **Children's Front Door Service**

Sometimes, you or your children may need extra support. This may be before your children are born, when very young, or throughout school.

Someone you are working with may suggest a Family Early Help Assessment - FEHA (please see relevant leaflet).

Within that discussion, they may mention that they would like your permission to discuss your situation with The Children's Advice Team.

We are able to talk to your workers about your situation and offer advice about support and services that may be of benefit to you.



We can help your worker gather enough information from you and any other services to ensure you are provided with the right support through your action plan.

We help to explain your story to relevant people and discuss with them how they may be able to help you. Sometimes, we might call you to discuss these options of support and if you would like to include them in your action plan. This will form the **Team Around the Child and Family** (TACF).

Once you have had your first meeting and agreed your action plan, your Lead Practitioner will inform the Children's Advice Team that you have a FEHA. The Children's Advice Team Workers will keep your information safe on our database.

