

FIRST RESPONSE

To all Headteachers,
Designated/Deputy Designated
Child Protection Person(s)

Updated December 2009

To refer a child to Children and Families Services (Social Services), either as a child at risk of significant harm (S47) or a child in need (S17) you will need to contact the

First Response Team

0800 1313126

Mon-Fri 8.00am-8.00pm

Out of Hours - Public 0845 6042886

- Agency 0845 6042889

If you experience a delay due to the high volume of calls, please email firstr@staffordshire.gov.uk giving your name, contact details and that you have a child protection concern and a First Response Team operator will ring you back. The First Response Team is an accessible point of contact for referring concerns about children. Calls will be received by trained operators and may be recorded. Referrals will be assessed and then passed to the area assessment teams for assignment which will provide a consistent approach to the referral process. Named Social Workers for an existing case can be contacted directly at the area offices. If a referral is made through the First Response Team it must be followed up by a written referral within 24 hours using the multi agency referral form. (SSCB procedures) Faxed copies are acceptable (Fax number 01785 854223)

Advice on Child Protection matters is also available from:

Marion Donnelly, First Response Team Manager, Tel: 0800 1313126

Gaynor Nunnick, Principal Education Welfare Officer, Tel: 01785 278640 or

Chris Bowering, Education Safeguarding Officer, West Division Tel: 01785 278997 or

Julie Astall, Education Safeguarding Officer, East Division Tel 01785 278958 or your

Education Welfare Officer.

Referrals can also be made to the Police Central Referrals Unit on 0300 1234455