

## **Introducing Family Information and Resource Support Team (FIRST):**

From the 25<sup>th</sup> June 2018 the Family Information Service (FIS) will be re-named as Family Information & Resource Support Team (FIRST) and will take an enhanced role in working with schools to support pupils identified at Level 2 – those in need of additional support but not at risk of significant harm.

Schools will be able seek advice from FIRST about services available to support pupils in need of additional support and also to refer pupils and families deemed to be at Level 2 to FIRST. The Early Help Task and Finish Group, which includes several school reps, have designed a new, simpler FIRST referral form. **Children deemed to be at risk of significant harm should continue to be referred to the Front Door (previously known as First Contact)**

The launch of FIRST is supported by the publication of refreshed Threshold guidance [www.sloughsafeguardingboards.org.uk](http://www.sloughsafeguardingboards.org.uk)

The FIRST Team will be enhanced with Senior Social workers seconded from SCST, but clinically supervised by the Trust. We have upgraded the ICT systems so that both Trust and SBC staff will have site of the Early Help Module (Case Management System).

This development is a response to identified need to improve access to support at Level 2 and the communication to referring agencies. We anticipate this will also reduce the number of referrals to the Front Door that do not meet threshold levels 3 or 4 and therefore the service for vulnerable children at all levels.

### **FIRST Referral Process:**

**1. Ensure you are contacting the right service:**

If there are any concerns of significant risk of harm to children, the Front Door (Trust) must be contacted via telephone:

**01753 875 362 (9am – 5pm) or 01344 786 543 (outside of these hours)**

A referral to the FIRST team must only be made when pupils are in need of additional support.

**2. Complete the FIRST Referral Form:**

Once the referral form has been fully completed and consent received the referral must be sent to the dedicated mailbox via: [FIRST@slough.gov.uk](mailto:FIRST@slough.gov.uk)

**3. Decision Process**

When the referral form has been accepted by the FIRST team an outcome will be decided by a Senior Social Worker regarding the next steps and the referrer will be notified (within 5-7 working days)

**4. During Intervention: Centrally Tracking and Monitoring**

The referral and (all) agency progress will be recorded and tracked throughout the duration of the intervention.

The FIRST team will be available to take calls and offer information, advice and guidance over the telephone. However, **please note, referrals cannot be taken over the phone.** To contact the team please call: 01753 476 589 between the hours of 9am and 5pm only.

A process map for this arrangement is provided below.

