

FFAP contact details

If you would like to speak to someone about a concern about a child please contact FFAP on **01472 326292 Option 2**.

You will be transferred through to a Qualified Senior Social Worker from the FFAP (Families First Access Point) team. If there is nobody available to take your call, a member of the Business Support team will take your contact details and pass them on to the FFAP team. A Senior Social Worker will then call you back and talk to you about your concerns in confidence. You can e-mail a completed Early Help Single Assessment to: **FFAP@nelincs.gcsx.gov.uk**

If the child you are calling about is in immediate risk of harm, please call 999 and ask for the Police.

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Out of hours service

Children Assessment & Safeguarding Service run the Out of Hours Service, which you can contact on **01472 326292 option 2**. This service is an **EMERGENCY ONLY** service open from 5.00pm – 8.30am. Please only contact the Out of Hours Service if you have a concern where by a child is at immediate risk of harm and the call cannot wait until the following morning when a Social Worker from FFAP will be available to take your call.

North East Lincolnshire

**Families
First
Access
Point**

*“Early Help is
everyone’s business”*

What is the FFAP

North East Lincolnshire Council has established a simplified single point of access for all enquiries coming through to Children Services. The new FFAP brings together MASH (Multi Agency Safeguarding Hub) in Children Social Care and FFAP (Families First Access Point) in Early Help as one team. When a worry or concern about a child or family has been identified, the new FFAP provides information advice and guidance to the public and professionals, ensuring that the right level of support is established first time, across all levels of the threshold of concern model.

What is the Function of the FFAP?

Staffed by a multi-agency team of professionals from Early Help Services, Children's Social Care, Health and Policing teams, the FFAP will be able to promptly and effectively offer the most appropriate response to the concerns raised by the contact.

All enquiries will be triaged by a senior social worker and a decision made based on the information received what level of intervention is required. This will include 'signposting' to other services, advice and guidance given to families & professionals on next steps, support to professionals regarding the development of individual single assessment for Early Help and support to children in need of help or protection.

On occasion it is necessary to formally intervene in families where a child's safety cannot be ensured, and to co-ordinate a multi-agency response to safeguard those children at risk from harm. Support to children and families will be accessed through a social worker within the Children's Assessment and Safeguarding Service who as well as immediate intervention, will assess, monitor, review and provide services to children in need, looked after children and children in need of protection.

The FFAP aims are to:

- Provide a timely and consistent response to all enquiries regarding worries and concerns about a child and family and ensure families receive the "Right Support" at the "Right Time".

- Using the Signs of Safety framework for intake / first response and taking a consistent approach to decision making, threshold of concern and service allocation.
 - Provide social care services for children in North East Lincolnshire who require early intervention or protection in order to meet their full potential.
 - Wherever possible, we support children and their families to develop family resilience, ensuring that children thrive within their own family networks and stay together, except where there is a detrimental impact on their welfare.
 - Investigate child protection concerns and work closely with other agencies to ensure children are safeguarded.
 - Work with children and families to agreed outcomes wherever possible.
 - Work in partnership with colleagues from health, education, police, North East Lincolnshire Council, private and voluntary organisations to provide positive outcomes for all children.
 - Carry out assessments and provide services in accordance with national standards for those who meet the threshold for a statutory response.
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What if I require information about universal or safeguarding services?

If you require universal information, advice and guidance about schools, activities for families, childcare, health visiting or school nursing etc then please call the Families First Information Service on **01472 326292 option 1**.

If you are concerned about a child or young person or think they need support and need to talk to the FFAP or if you are concerned about the safety of a child - call **01472 326292 option 2**.

If the child is at immediate risk of harm call the police on 999.