



## **Questions and answers about service improvements to meet vulnerable Children and Young People's Needs**

### **1. Who will be trained and when to test-run First Response in the North Area?**

First Response will be staffed initially by: Referral and Information Assistants (R&IA's) from social work assessment teams, one senior practitioner (currently being recruited), an early help co-ordinator and one team manager. We will be doing on-going training with them as we develop the test-run. These staff are already trained in child protection response and will also be trained to understand the early help services that we provide. They also already provide advice and guidance to referrers.

### **2. How will information collected by First Response be used to inform strategic decision-making?**

First Response will provide information about need, demand and prioritisation for children in Bristol. This will help to inform decisions about how we commission services. We will also be sharing information and intelligence with the police.

### **3. Will Health join First Response and where does Health fit into the other 'Pathways' across CYPS?**

'Pathways' refer to the 'journeys' the customer has when accessing services. Health staff are contributing to work happening as part of the changes to Children and Young People's Services. This includes First Response, Disabled & SEN Children & Young Adults Service (DSCYAS). Incorporating Health within First Response is planned as a future phase of the project; we will learn from other Local Authorities who have already done this, such as South Gloucestershire.

### **4. How will queries about general information, advice and guidance be dealt with and/or prevented from overwhelming capacity in First Response?**

One of the reasons for phasing First Response is so that we can learn about demand levels and the number of staff we need. We will ensure there are contingency plans such as social work assessment teams dealing with the overflow.

### **5. How will we ensure that 'low incidence' referrals are incorporated into processes/training of First Response – they may not come up during the test-run period?**

The principle of First Response is to ensure that we can gather enough information to allocate the referral to the right people. Where there is a difficult or unusual case we will find out who needs to deal with it and how.

- 6. When should schools be calling First Response and when should they be calling Trading with Schools?**  
Trading with Schools, a new service beginning 2<sup>nd</sup> April 2013, will bring together the majority of council people providing services to schools under a single management structure within the council.  
If a school has a concern, and is unable to manage it within their resources they should contact First Response. The offer of Trading with Schools and First Response will be clarified.  
(For more information on Trading with Schools visit:  
<http://www.bristol.gov.uk/page/children-and-young-people/trading-schools-introduction>.)
- 7. What are we doing about face-to-face enquiries from our customers?**  
We are retaining the R&IA function in the area social work assessment team to understand how we manage face-to-face enquiries from the public. We are working closely with the Customer and Process Team to define our requirements; they are doing work across the council to ensure we offer customers the right services, in the right way, at the right time.
- 8. Will we be revising the Council website to make it more accessible for our customers who need general enquiries?**  
Yes. The Bristol City Council website will be revised for the launch of 'Universal Front Door' – the point of contact for CYPS which is for general information, advice and guidance.
- 9. How will staff in Children & Young People's Services be educated about what their colleagues are doing so we can quickly re-assign calls if we have to?**  
By integrating services and how we access them, those critical council staff receiving enquiries will be trained to make sure they know where calls should go to.
- 10. How will we be educating the both general public and partner professionals / agencies about who they need to contact and how?**  
Engagement has already begun with key partners and stakeholders. We are prioritising this in the North Area. We are will be developing communications for when we roll-out changes city-wide; this will inform both partners and the public about who they need to contact.
- 11. How will urgent referrals get through quickly enough?**  
First Response will triage enquiries and make a priority decision.  
Child protection will be prioritised.
- 12. Whilst R&IAs have good knowledge in some areas how will we ensure they have wide enough knowledge in other areas such as Health, DSCYAS?**  
As different functions come into First Response in future phases, staff will be trained and we will look at opportunities to co-locating expert staff in these fields.
- 13. How will we ensure that the staff employed in 'Universal Front Door' contact centre will also be able to deal with misdirected calls? E.g. from vulnerable people who may be distressed and/or angry when they get through and may not respond well to being passed on.**

We will ensure that staff employed in 'Universal Front Door' will be trained to deal with vulnerable people appropriately. We already have staff who are trained to deal with distressed and/or angry vulnerable people in the central Bristol City Council contact centre.

**14. How will we ensure there is a tight response time, e.g. for a misdirected call to quickly reach the relevant specialist service?**

We will measure response times to highlight any areas of concern.

**15. Can you assure that there will be no answer phones? Bristol Social Care is well regarded for this.**

There are no plans to change the current 'no answer phone' policy.

**16. How will information about a concern about a child/young person be captured and shared?**

This will be via the Single Assessment Framework, and in the first instance using the 'front sheet' of the Single Assessment Form; it will show the 'request for help' and 'already known' data/info about the family resulting from immediate search results. Long-term there will be a single 'role-based access' system to hold the data. Short-term a more tactical solution will be pursued.