

Find out what Children's Services can do to help you and your family

Are you a parent/carer who needs help with:

- **Your child's behaviour?**
- **A problem related to domestic violence or substance misuse?**

Are you a young person who needs to talk to someone about things that are worrying you?

FIRST RESPONSE

0117 903 6444

www.bristol.gov.uk/firstresponse

The right help, in the right place, at the right time

Anyone can ring First Response if they are concerned about a child or young person or if they think they need support.

First Response can help in different ways including:

- Providing information, advice and guidance about services to help families.
- Making a referral to the Early Help team who can provide support to children, young people and families.
- Making a referral to a social work team.

Together we'll make sure the help we provide is the right help

What if you don't want our help?

Give us a chance – we've got a lot to offer.

We'll listen to you and your parent or carer to help decide what kind of support is right for you.

The help we offer is usually voluntary so you can decide if what is offered is useful and tell us what kind of support you would like.

Sometimes we may have to make decisions for you to keep you safe. We will keep you informed if we are concerned about you or your family.

Who might we talk to?

That depends on what the problem is, we might talk to:

- Teachers
- Youth workers
- Police
- Social workers
- School nurses
- Housing officers
- Health visitors
- Educational psychologists
- Education Welfare Services
- Doctors
- Child and Adolescent Mental Health workers (CAMHS)
- Behaviour Improvement Team

Or other workers who already know you and who can help us decide what support is right for you.

Then what?

If you just need a bit of support then we'll find the right person to contact you.

If we are worried that a child is in danger, we may ask a social worker to talk to you.

Whoever contacts you will talk to you and your family about the help you need.

They'll discuss what sort of support may be useful and work out who can help you.

Sometimes issues can be complicated and need more than one person to help.

In these cases we will ask one person to be your lead worker.

The lead worker will fill in a form and create an action plan with you to make sure that everything is covered.

Your lead worker will keep in contact with the other people who are helping you so everyone knows what is happening and what needs to happen next.

Together they'll make sure the help you are getting is working for you and your family.

Your lead worker will let us know if things are getting better for you or if you need more or different help.



Information Sharing

So we can help you and your family, we want to be able to talk to other workers and services that know you.

This is so we can make sure that we are clear about what you and your family needs so we can work together to support you properly.

This means we will safely share information between children's services and other agencies.

All workers who have your information are required to keep your information safe so that it cannot be accessed by anyone else.

I understand that my family information may be shared between different agencies so they can support my family and I agree to this happening.

Signed

Name

(parent/carer)

Signed

Name

(child/young person)

Contact Details:

