

Children And Family Services

First Contact Team

What do we do?

Children and Family Services work to promote and safeguard the wellbeing of children and young people in need within their families and, where this is not possible, to provide good quality alternative care.

The First Contact Team provide the first response to referrals to Children and Family Services and will work with children, young people and their families to complete an Assessment. This Assessment will be used to determine levels of need and what services are required. The team works in innovative ways and provides support to assist families, extended families and young people to find their own solutions wherever possible.

At times it may be necessary to prioritise our services. However, where there are serious concerns for a child, we will provide a same day response.

Who is the service for?

- Children and Young people whose families need help and support to look after them because of ill health or other problems or who are at risk of harm, have been neglected or who may have been harmed.
- Children who are Looked After (in care) and Children who have left Care or ceased to be Looked After.

How can you find out more?

Expressions of concern about children are welcomed from family members, members of the public and professionals who can make a referral to:

The First Contact Team

Phone: 01446 725202

Fax: 01446 725205

Office opening times: 8:30am – 5:00pm Monday to Thursday
8:30am – 4:30pm Friday.

Personal callers are welcome during office hours at Haydock House, Holton Road, Barry.
The **Emergency Duty Team** is available outside these hours and on Bank Holidays only.
Telephone: 029 20448360

This leaflet is also available in other languages and in large print and other formats upon request.

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