

**Request for Support Hub**

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| **Background** | The Blackpool Families Rock ‘Request for Support Hub’ (RfSH) is a Children’s Services and Early Help Hub that brings together agencies from services that have contact with children at risk to make the best possible use of their combined knowledge to keep them safe from harm. The ‘Blackpool Families Rock’ Request for Support Hub is our "one front door" to Children's Social Care and is designed to ensure that referrals are signposted to the appropriate service targeted to meet the needs of children and their familiesWhilst we have changed the name to reflect how we work with families in Blackpool the Hub still accommodates the Multi Agency Safeguarding Hub (MASH) that sits within the service to ensure that there is a multi-agency approach to gathering and sharing information where there may be safeguarding concerns to ensure the right response is provided to protect children from further risk of harm.  |
| **Understanding** |  |

**Understanding** People who work in the Request for Support Hub:

**Blackpool Children’s Services**

* Three Team Managers
* Six Social Workers which includes three Senior Social Workers
* Four Referral Information Coordinators
* One Business Support Officer

**Co-located with Children’s Services**

* Early Help Hub including one Team Manager and three Early Help Keyworkers
* Lancashire Police including one Detective Sergeant, Team Leader and three Safeguarding Support Officers (SSO’s)
* Health practitioner
* IDVA – Fylde Coast Women’s Aid
* AWAKEN - Child Exploitation Team

# Info

* Referrals are now made via the Online Referral Form that launched on 26th April 2021. This system replaces the “MARF”.
* Ring the duty line on 01253 477299 if there are immediate and/or significant safeguarding concerns for the welfare of a child. Press option 1 to make a new referral and press option 2 where children are already open to Children’s Social Care.
* The Request for Support Hub is available Monday to Friday from 09:00 until 17:00 (closing 16:30 on Fridays). If you need to speak to someone outside of these times including bank holidays, please contact the **Emergency Duty Team (EDT)** on **01253 477600**.
* If a child is in immediate danger of being harmed or is home alone, call the **police** on **999**.
* If there is suspicion that a crime may have been committed including sexual or physical assault or neglect of the child, the Police must be notified immediately as well as making a referral to “The Request for Support Hub”.



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| **Online Referral form**  | * It is important that any problems are identified early, so that the child and their family receive appropriate support in a timely way to prevent the problem from escalating.
* All practitioners need to work honestly and openly with families, acknowledge strengths, discuss any concerns with them
* It is important they acknowledge and respect the contribution of family members in the work that they do.
* You don’t need to include the history of involvement from CSC – we know it! We do need to know what has happened since CSC involvement ended
* Consent needs to be secured - If consent is being overridden due to immediate safeguarding concerns, this needs to be clearly outlined on the online form. Explicit and Informed consent is meaningless unless it is clear, unambiguous, informed, and specific, freely given and can be evidenced.
* It is important to always gain **informed** consent unless doing so places a child at risk of significant harm or further risk of significant harm.
* Consent is **explicit** in terms of: permission to share, permission to contact agencies, and agreement to engage with support.
* Agencies need to be open and honest about why you are sharing information.
* Include basic information about the child/ren and their parents/carers
* Separate facts and opinion

**Advice Line open from: 9am to 5pm, Monday to Thursday and 9am to 4.30pm Friday Tel: 01253 478959** |

# Additional information

[*The online referral form*](https://selfservice.blackpool.gov.uk/ss/renderform.aspx?t=1207&k=AED2F46D80DC03E13E2752C58EC43C73EA657D07)

[*Working well with children and families in Blackpool*](https://www.blackpoolsafeguarding.org.uk/assets/uploads/6877%20%28CON%29%20Pans%20Lancs%20support%20for%20childrenfamilies.Part3Version2.pdf)

[*Blackpool CSC Requests for Support, Contacts and Referrals*](https://blackpoolchildcare.proceduresonline.com/p_contacts_referral.html)

[*Concerns Resolution Protocol*](https://blackpoolchildcare.proceduresonline.com/p_concerns.html)

Click [here](https://www.google.com/url?q=https%3A%2F%2Fselfservice.blackpool.gov.uk%2Fss%2Frenderform.aspx%3Ft%3D863%26k%3D0231B8F805571B2D08D6144918C95AC92D4F048A%26ff24077%3D2476&sa=D&sntz=1&usg=AOvVaw1VZNdTLPCV6otYfTme7IOn) to book training on the Request for Support Hub