Early Help/ Family Support

There will be situations when members of staff want to discuss with their line manager, or Designated Safeguarding Children Officer, whether it is appropriate to provide information for, and follow the process for the Common Assessment Framework (CAF).For example:

- Where a routine visit by an Environmental Health Officer means they see a lack of cleanliness in the house or yard which could put the health of the young children in that family at risk.

- Where a Housing Officer visits a home and sees a parent clearly at their wits end with the behaviour of a teenage son or daughter.

- Where a Refuse Collector sees a child or young person being regularly and seriously bullied by others outside their house, and the parent gets into conversations about it with them.

- Where a swimming instructor notices a negative change in a child's demeanour over the period of time of the swimming course.

- Where a confused elderly woman starts panicking in the Customer Contact Centre

- Where an Environmental Health Officer investigating a frequent noise complaint always finds the perpetrator under the influence of alcohol.

Safeguarding

There will be other situations when staff needs to talk straightaway with their line manager, or Designated Safeguarding Children Officer, about more serious concerns for the safety of a child/ young person or adult. Where a child or young person is considered to be at risk of harm, the family's consent for support would not be required, instead there needs to be an immediate referral to the Contact Centre and/ or contact with the Safeguarding Officer. For example:

- Where a Housing Officer visits a home and sees a child with bruises, or is very thin an sees seriously inappropriate parenting.

- Where a lifeguard notices a regular young swimmer is presenting with bruises.

- Where a distraught Council Tax debtor with a history of poor mental health threatens to take their own life

- Where a Street Operative witnesses a wheelchair user being hit and verbally abused by their carer